

Robert A. Davenport

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An experienced leader, innovator, educator, and collaborator with a track record of growing businesses.

Committed to building high-functioning teams, identifying the core of complex issues, and recommending solutions that make a positive impact and move organizations forward.

An Entrepreneurial Integrator and Operations Director

ACCOMPLISHMENTS:

- 21 years of experience growing businesses and leading organizational change through collaboration, project and product management, leadership of cross-functional teams, process improvement, data analysis, marketing, analytics, and critical and strategic problem solving
- 2+ years of healthcare experience leading operations for the Essentia Health International Falls Clinic with additional responsibility for the Essentia Health Ely Clinic within 12 months of hire, where I achieved a strategic goal in less than 8 weeks.
- 15 years of experience developing and achieving a multi-million-dollar budget including human resources, capital projects, revenue, and profit growth for all departments in multiple locations
- Identified value-added service for top client, developed business case and value proposition, then managed the entire product lifecycle through product strategy, product planning, execution, customer satisfaction, and ensured revenue growth of \$370,000 in its first year and over \$1 million in 4 years
- Developed product roadmap and successfully implemented charitable project, Bronco Kid's Closet, which raised funds to purchase clothing for local students in need

EXPERIENCE:

Essentia Health:

Operations Director Essentia Health International Falls & Ely Clinics (01/23 – present)

Provide programmatic leadership and manage the clinical operations for the International Falls and Ely Clinics. This includes strategic planning and program development functions, development and implementation of systems to facilitate clinical practice, and management of personnel and fiscal resources.

Operations Manager II Essentia Health International Falls Clinic (10/21 – 01/23)

Lead operations of an ambulatory clinic with 8 providers and a staff of 14 including daily operations, implementing strategic initiatives, assuring Joint Commission and RHC compliance, budgeting, Epic template management, collaboration, and teamwork

MediaNews Group:

Director of Operations for Commercial Printing & Publisher (2/20 – 7/21)

Manage all aspects of 2 regional print facilities (1 remote), publishing a weekly newspaper, digital newspaper, e-commerce websites, digital marketing, and custom client web portals. Budgeting, resource management, communication with business stakeholders and vendors, coaching, teamwork, recruitment, forecasting, continuous improvement

Big Fish Works:

Director of Operations for Commercial Printing & Publisher (5/16 – 2/20)

Managed all aspects of 2 regional print facilities (1 remote), a twice weekly newspaper, digital newspaper, e-commerce websites, digital marketing, client web portals, reporting

General Manager & Publisher (12/09 – 5/16)

Revenue Director & General Manager (2/07 – 12/09)

Advertising Director (6/06 – 2/07)

KEY INITIATIVES:

- Achieved target utilization of Epic Follow-up at 2 clinics in less than 90 days through education and communication.
- Developed and piloted a Family Medicine Telehealth project leading to additional patient access in response to provider departures.
- Integrated two separate facilities with purchase and installation of hardware and centralized software, increasing efficiency and reducing cost by more than \$200,000 over initial 3 years, and fostering new partnership and increased ability to collaborate
- Launched custom online web ordering and inventory portal to support newly developed fulfillment services in 2018 and increased revenue by 100% in each of the next 2 years through these system enhancements
- Led product development process for and wrote content for quarterly lifestyle magazine, *Simply North*, in 2010 and converted it to a digital publication in 2020 in response to the changing business environment
- Developed an on-line live sports radio station for local high school athletics from the ground up in 2006, gaining sponsors, hiring talent, audio production, business process development, and solving technological issues
- Successfully managed transition of a daily newspaper to a weekly newspaper with a strategy that increased both revenue and reach in the year following the transition
- Launched full-service web design agency in 2007 providing technical and marketing services to regional clients

EDUCATION:

- MHA student at College of Saint Scholastica – *graduating 2026*
- Bachelor of Science in Education from Bowling Green State University
- Certified Rural Health Clinic Professional certificate from the National Association of Rural Health Clinics – 10/2022
- Essentia LIFT (Leadership Improvement Foundational Training) Fall 2022 graduate *pending*

COMMUNITY SERVICE:

- Board of Directors for the Chamber of Commerce of International Falls
- President of Falls Hunger Coalition Board
- Member of Voyage Forward economic development project
- Board of Directors for the Bowling Green Convention and Visitors Bureau
- Secretary of the Black Swamp Arts Committee
- Member of the Main Street Bowling Green Promotional Committee

SKILLS:

- 20+ Years of Workforce Management in a Fast-Paced Environment
- 16+ Years Business Operations and Business Case Development
- EPIC template management
- Sound Business Judgment and Strategic Problem Solving
- Proposal Development, RFP Development, and Contract Negotiation
- Written and Verbal Communication Skills
- Project Development and Product Management
- Critical Thinking and Analytical Skills
- Group Facilitation and Presentation Skills
- Teaching, Coaching, and Mentoring Experience