

Chief Operating Officer/Compliance Officer



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Syracuse, NY

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Job Preferences:

Desired job title:	Chief Operating Officer/Compliance Officer
Desired occupation:	Chief Operating Officer
Employment type:	Full time
Career status:	Active job seeker
Available to start:	01/2020
Additional notes:	Highly analytical, performance-driven, and results-oriented professional, offering broad-based experience in program development; complemented with knowledge of regulatory compliance.

Education:

12/2011 – 04/2014	Keuka College
	Science in Management, Master
	Keuka Park, NY

12/1995 – 04/2000

Keuka College

Arts in Sociology, with Concentration in Criminal Justice, Bachelor

Keuka Park, NY



Work Experience:

12/2014 – 01/2020

Chief Quality Officer

Cayuga Centers

- * Spearheaded all facets of the company's Continuous Quality Improvement (CQI) Department which covered coordinating compliance, incidents and investigations, filing, electronic medical record, data, and policies, while administering risk management activities
 - * Drove efforts in acquiring, establishing, accrediting, and upholding Council on Accreditation (COA); as well as in developing and executing yearly CQI plan
 - * Acted as the agency's Health Insurance Portability and Accountability Act (HIPAA) privacy officer
 - * Maintained active communication with the board of directors regarding internal and external audit results, high profile incidents and investigations, board compliance requirements, and risk management activities
 - * Led and guided a team of managers, directors, assistant vice president, and a general counsel, along with a total staff of 30
- Career Highlights:**
- * Expanded the CQI Department from 2 to more than 25 staff members, thus enabling the agency to support various company programs
 - * Served as driving force behind the execution of agency-wide electronic health record in 2018
 - * Strategically directed three successful accreditation cycles with two leading to expedited accreditation acknowledging no deficiencies in identified agency practice

09/2010 – 12/2014

Vice President of Continuous Quality Improvement

Cayuga Centers, Auburn, NY 13021

- * Initiated the execution of agency-wide accreditation process while formulating new policies and procedures
- * Directly reported to the board of directors on a scheduled basis
- * Collaborated with the data analyst and chief executive officer (CEO) in creating research agenda
- * Managed the CQI Team comprising five members on day-to-day operations
- * Took part in the development of risk management initiatives, as well as the execution of CQI plan

03/2005 – 09/2010

Multidimensional Treatment Foster Care (MTFC) Home Finder/Recruiter-Trainer

Cayuga Centers, Auburn, NY 13021

- * Promoted the MTFC program at several community events through foster parent recruitment advertisements
- * Presided over presentations to various individuals and families interested in becoming foster parents
- * Mentored incoming foster parents in the MTFC evidence-based model and certified foster homes based on MTFC and Office of Children and Families (OCFS) regulations
- * Evaluated prospective foster parents on their strengths and needs through a scheduled meeting
- * Functioned as a member of MTFC Leadership Team, responsible for setting recruitment targets for foster parent recruitment, addressing foster parent concerns, and identifying growth opportunities



Language Skills:

Native:



English



Skills:

Expert:



analytical, performance-driven, results-oriented, Staff Supervision and Training, Risk Management, Activities Planning, Conflict Resolution Process Implementation, Quality Improvement, Organizational Development

Basic:



electronic medical record, electronic health record