

Create a Resume That Reflects Your *UNIQUE* Leadership

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Medical Education Manager, Kettering Health

Introduction

Your resume is a living document that will be shared with employers and connections throughout your career. The goal of this workshop is to provide attendees with strategies and best practices in resume development to reflect their leadership role in GME.



Objectives

Have

01. At the end of the session the attendee will have the tools to customize their resume specific to their role in GME

Understand

02. At the end of the session the attendee will understand the basic components of an effective resume and best practices for each component

Learn

03. At the end of the session the attendee will learn new styles and resources for creating the best possible resume

Melissa Keller

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EDUCATION

Master of Business Administrations (MBA), Western Governors University	June 2020
Master of Science, Management and Leadership (MS), Western Governors University	June 2019
Bachelor of Science Organizational Leadership (BS), Wright State University	April 2018

SUMMARY

Experienced graduate medical education coordinator with 10 years of experience in a variety of specialties. Knowledgeable of accreditation requirements, residency management software suites, and all aspects of managing both large and small programs.

PROFESSIONAL EXPERIENCE

Program Administrator , Soin Medical Center/Kettering Health Network, Beavercreek, OH	April 2018-Present
<ul style="list-style-type: none">Day-to-day administration of the Family Medicine and Transitional Year ProgramsScreen applicants through the Electronic Residency Application ServiceOrganize and coordinate 28 recruitment days annually for a total of 120 applicantsOnboard and orient 15 new residents annuallyMaintain all credentials for residentsPrepare and adjust annual rotation schedule for all residentsOversee resident vacation schedule and adhere to the requirements of the American Board of Medical SpecialtiesProduce resident portfolios for semi-annual evaluationsManage Program Letters of AgreementsFacilitate the Clinical Competency Committee meeting bi-annuallyUpdate program information with the Accreditation Council for Graduate Medical EducationMaintain all resident files and provide verifications for credentialing for all graduatesTrack all aspects of accreditation requirements	

Wright State Physicians

Medical Education Coordinator , Wright State Physicians, LLC, Dayton, OH	Jun 2011-Apr 2018
Fellowship Coordinator (2011-2014) Residency Program Coordinator (2016-2018) <ul style="list-style-type: none">Day-to-day administration of the General Surgery Residency Program/Surgical Critical Care Fellowship ProgramScreened applicants through the Electronic Residency Application ServiceOrganized and coordinated up to 15 recruitment days annually for a total of 100 applicantsOnboarded and oriented 12-16 new residents and 2 new fellows annuallyDeveloped and implemented annual medical student and resident "Surgery Boot Camp" preparation courseMaintained all credentials for 46-50 residents and 2 fellowsPrepared and adjusted annual rotation schedule for all residents and fellowsTracked resident and fellow vacation schedule and adhered to the requirements of the American Board of SurgeryMonitored resident and fellow compliance in case logs, duty hours and evaluation completionProduced resident and fellow portfolios for semi-annual evaluationsManaged and track travel and education stipendsFacilitated the Clinical Competency Committee meeting monthlyUpdated accreditation requirements with the American Board of Surgery and the Accreditation Council for Graduate Medical EducationFacilitated the Residency and Fellow Milestones Committee and maintained all records of resident milestonesMaintained all resident and fellow files and provide verifications for credentialing for all graduates	
Medical Student Education Coordinator (2014-2016)	

- Jill Rand Remove the tables/text boxes for your
- Jill Rand Move your alignment to the left so that the
- Jill Rand Make sure your dates are right-justified so
- Jill Rand You have the option to add a bullet point
- Jill Rand Your summary should be at the top of you
- Jill Rand This is great. When targeting a specific rol
- Jill Rand Can you provide more detail here? What a
- Jill Rand What are the results or purpose of doing
- Jill Rand Great numbers in this bullet and the one
- Jill Rand Can you expand on this? What does this
- Jill Rand Try not to repeat bullet points in multiple

- Updated goals and learning objectives annually
- Recommended curricula change annually
- Monitored LCME requirements and maintained the appropriate databases to fulfill these requirements
- Assisted in the preparation of department sponsored quizzes and prepared schedule for evidence-based learning exercises
- Assisted director in setting grading policies and reinforcing policies with students and administration when issues arose
- Prepared evaluation summary for each student and participated in final grade process.
- Maintained grading database
- Acted as liaison between the director and school
- Advised affiliated faculty and staff on clerkship policy
- Prepared yearly performance reports, awards and thank you notes for faculty and residents
- Visited and monitored teaching sites

Owner and Instructor , The Business of Fitness/M-Power Fitness, LLC, Dayton, OH	Feb 2006-April 2016
<ul style="list-style-type: none">Conducted sales calls to targeted wellness centers and corporationsCoordinated monthly schedule for up to 16 instructors at 7 locationsDeveloped and implemented annual marketing and sales planCreated all marketing materialsOrdered and maintain inventory for marketing materials given to prospective clientsProcessed invoices and payrollScreened and interviewed prospective instructorsProvided customer service to existing accounts	

Professional Memberships and Certifications

Graduate Medical Education Training Administrator Certification (C-TAGME)	November 2016-Present
Association of Surgical Education	January 2012-April 2018
Association of Residency Coordinators Surgery	August 2017-April 2018
Association of Family Medicine Administrators	April 2018-Present
Association for Hospital Medical Education	April 2018-Present
Soin Medical Center CLER Committee	January 2019- Present
Kettering Health Network Graduate Medical Education Committee	April 2018- Present

Publications/Presentations

Kimberly M. Hendershot, MD, FACS, Randy J. Woods, MD, FACS, Priti Parikh, PhD, Melissa L. Whitmill, MD, FACS, Melissa Keller, BS, *National perception of service and education during surgical training*, Journal of the American College of Surgeons, Volume 221, Issue 4, e74

Selected to present: Melissa W. Keller, MS, C-TAGME, Jessica Green, *Collaboration= Collective Intelligence: Two Brains Are Better Than One*, American Academy of Family Physicians annual Residency Program Solutions annual conference, April 7, 2020, Kansas City, MO. (CANCELLED DUE TO COVID-19)

Accomplishments and Awards

- Nominated to the Accreditation Council of Graduate Medical Education Coordinator Advisory Group
- Nominated as an Accreditation Council of Graduate Medical Education Coordinator of the Year
- Awarded the Jackie Durrett Scholarship from the Association of Family Medicine Administrators
- Awarded Western Governors University Excellence Award for Exemplary Work in Strategic Management
- Received continued accreditation for a new Family Medicine Program with the ACGME
- Applied for and received accreditation for a new Transitional Year Program with the ACGME
- Applied for and received accreditation for a new Clinical Informatics Fellowship with the ACGME
- Completed application for a new Hospice and Palliative Care Fellowship- awaiting accreditation approval

Jill Rand
In order to achieve what results?

Jill Rand
What did you monitor them for? Rather than listing tasks, look for opportunities to showcase your skills/strengths and achievements

Jill Rand
For roles that aren't as directly relevant to your target positions, edit your entries down to focus on the most transferable skills and accomplishments. What of these tasks will resonate with the recruiter for your target job?

Jill Rand
Did you increase your customer base or revenue? Are there numbers you can provide for this work?

Jill Rand
Are there examples you can include and specific tools you used (Adobe, WordPress, etc)?

Jill Rand
Great list! List them in reverse chronological order so you lead with the most recent.

Components



Components

Name/Phone Email

- For the email, keep it simple. We've all seen the weird ones like:
ilovemydog@gmail.com

LinkedIn URL

- Can be copied from your profile and can be personalized!
- www.linkedin.com/in/melissa-wallace-keller

Education

- Highest degree first
- Do not add High School unless it is your highest degree

Components (optional)

Relevant Business Courses

- Can list relevant business courses
 - Finance
 - Strategic Planning
- List any business development courses as offered by your institution
 - Change Management
 - Peer to Leader

Publications/Presentations

- Shows expertise in your field!
- Table topics? Local presentations?

Awards and Accomplishments

- Any nominations?
- Any awards?
- Accreditation of new programs?
- Scholarships?

Professional Profile Summary Tips

1. What are you really good at in GME?
2. What skills do you possess that make you a good leader in the field?
3. What are your plans going forward?

Sample Structure:

Driven and enthusiastic _____ with experience in _____ and success in _____.

Recognized for the ability to _____ and _____. Areas of expertise (or strengths) include _____, _____, and _____.

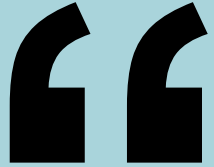
* Can be used as your “About” portion of LinkedIn!

Professional Profile Summary Samples

Motivated and enthusiastic graduate medical education manager with strong accreditation knowledge and success in starting four new programs. Recognized for expertise in resident management software and site visit navigation.

Experienced professional with a demonstrated history of working in Graduate Medical Education in the hospital & health care industry.

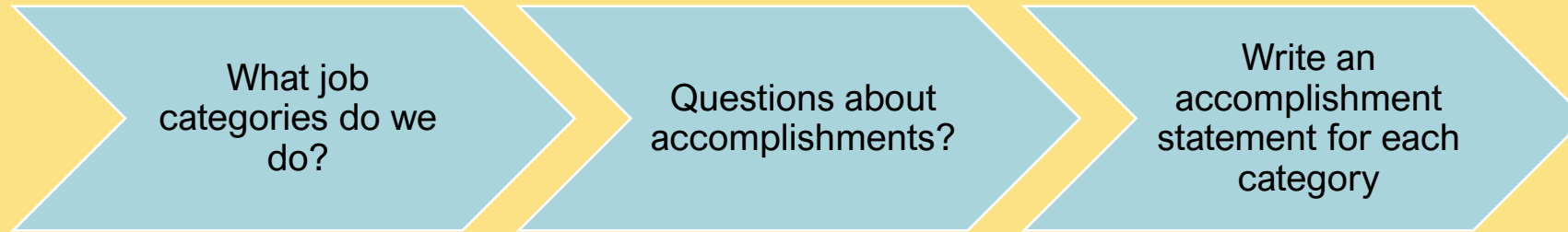
Versatile, mission-driven organizational healthcare leader who is adept at supporting the strategic direction for healthcare organizations. Creates vision and direction for programs that enhance workplace efficiencies and drive programs to meet their mission and vision goals, while creating a collaborative cultural that encompasses the entire team.



When creating a powerful resume, highlight accomplishments for each position you have listed on your resume. Go beyond just listing job duties. A job duty describes what you did; an accomplishment describes how well you did it. Accomplishment statements focus on the results and outcomes of your efforts using numbers and words.

Western Governors University

Experience: The Accomplishment Statement



What do we do?

Human Resources

Event Planner

Recruiter

Finance

Credentialing

Scheduling

Accreditation

Marketing

Curricula Development

Policy Writer

**GME Liaison to
Leadership**

Accomplishment statements: Questions to ask yourself?

What condition(s) have I improved while in this role?

What have I created while in this role?

What have I restructured?

Has our program grown? Added fellowships?

Has our program achieved accreditation? Have we eliminated citations?

Who do I collaborate with and why?

What else??



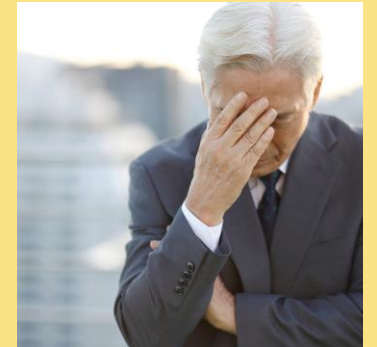
What my resume read:

1. Prepare and adjust annual rotation schedule for all residents
2. Screen applicants through the Electronic Residency Application Service (ERAS)
3. Oversee residency program budget

But wait... we can fix it!

Accomplishment Statements

1. Prepare and adjust annual rotation schedule for all residents
2. Screen applicants through the Electronic Residency Application Service (ERAS)
3. Oversee residency program budget



1. Action Verb
(present tense if you're still doing it, past otherwise)

Created and implemented

Evaluate

Develop and manage,

2. Who/What/How
Many

over 20 rotation-based templates

700 plus residency applications

in collaboration with finance,

3. Result/Outcome/Benefit

to schedule residents in clinic; decreasing scheduling errors by 90%

to successfully fill 10 open positions annually

a \$6.8 million medical education budget

Previous Experience

- Do it all again!
- 3-5 Accomplishment Statements per role
- Highlight leadership or managerial experience
- Only go back 10 years
 - Unless it pertains to your current/future role



Accomplishment Statement Samples from Job Descriptions

Job Description Version:

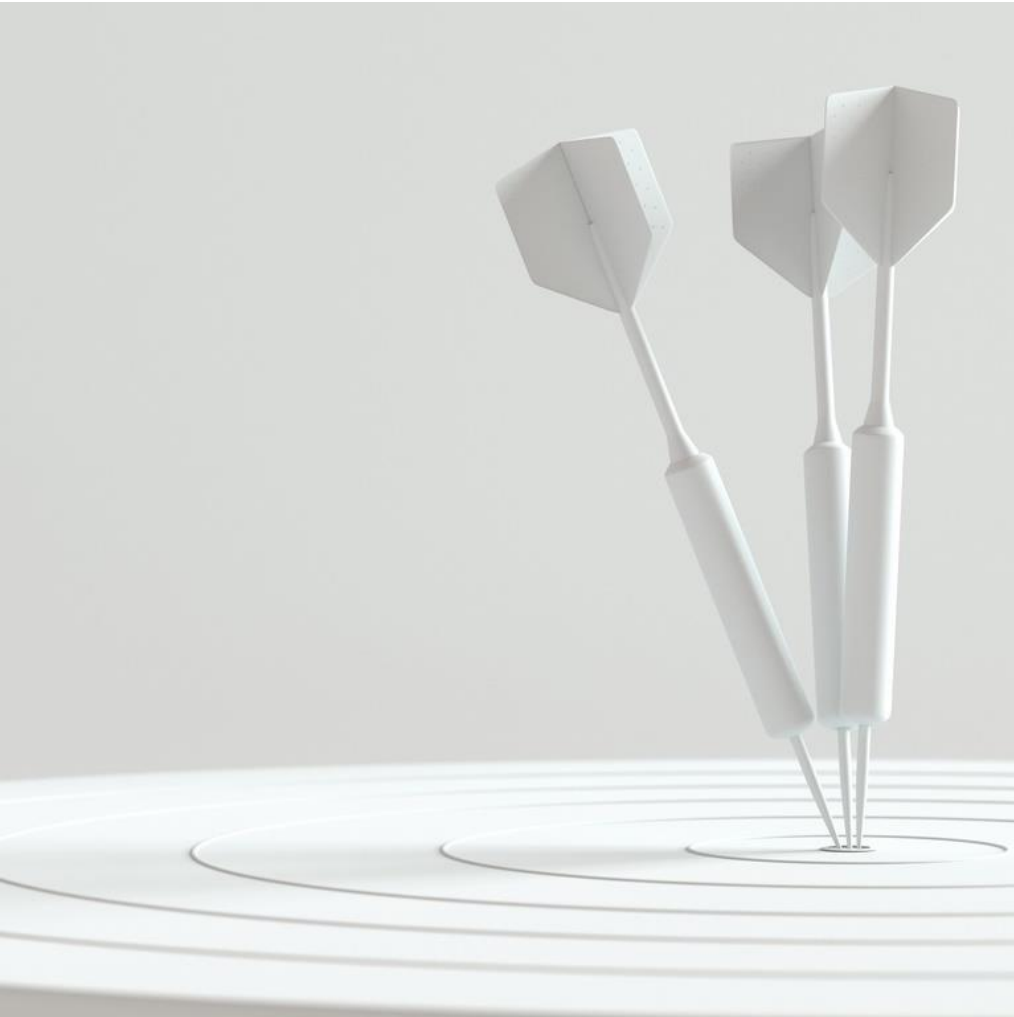
Marketing Manager: *Developing global promotional activities using events, fairs, online campaigns, print media, and other communications vehicles for promoting products, systems, and services throughout the whole life cycle.*

Recruitment Manager: *Design effective screening methods and high-quality interview packs for hiring managers*

GME Version:

Marketing Manager: *Develop promotional activities including events, fairs, and social media to promote 10 residency/fellowship programs*

Recruitment Manager: *Design effective screening filters in ERAS to ensure 120 interview slots are filled with qualified applicants*



Your Turn!

Activity One: Table brainstorming for action statements

Send it to me:

melissa.keller@ketteringhealth.org or

937-701-8702

Activity Two: Group brainstorming from individual resumes