Gwen McGlothlen

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Proactive, relationship-focused professional with experience in project management, operational efficiency, research, human resources, communications, biology, and health care. Manages complex plans from strategy development through outcomes. Builds lasting relationships. Inspirational leader and resourceful team contributor. Sets welcoming culture of diversity, equity, and inclusion.

• Growth Driver: Contributed to results at Amada Senior Care (ASC) by partnering with leaders, collaborating with teams, managing projects, monitoring metrics, problem solving, and ensuring timely outcomes.
• Operations & HR Optimizer: Advanced ASC's efficiency 50%, boosting hiring capacity by developing operational infrastructure strategies, implementing systems, training staff, and ensuring scalable improvements.
• Team Enabler: Safeguarded ASC customer relations and staff productivity during pandemic by quickly creating working solutions and resolving issues.

Project Management
Operational Efficiency
Data Capture & Reports
Human Resources
Recruiting & Teamwork
Communications
Relationship Builder
Staff Guidance
Emotional Intelligence
Biology & Science
Health Care
PMI Certified 2022

Work Experience

Department Head
Amada Senior Care of Northern Colorado - Fort Collins, CO
January 2016 to Present

(2022-Present)
Direct operations, HR, training, and efficiency projects. Leadership confidant and partner. Guide and mentor staff. Lead diverse business projects. Resolve issues.
Report to Vice President of Operations.
· Delivered results by crystalizing goals for 2 direct reports and 5 indirect reports through accountability, clarity, communications, mentoring, and problem solving.
· Served as operations and HR subject matter expert (SME), managing diverse projects and safeguarding company growth.

· Achieved project goals by developing strategies, allocating resources, providing updates, mitigating risks, documenting, and partnering with leaders and staff.

Office Manager
Amada Senior Care of Northern Colorado - Fort Collins, CO
January 2018 to December 2022

Promoted to accelerate growth. Championed infrastructure improvements, staff recruitment and onboarding, and procedure improvement projects. Coordinated digital marketing campaigns. Built stakeholder and partner relationships.
· Transformed operations by identifying and establishing scalable systems and processes, resulting in 75% improvement in hiring capacity.
· Engaged and retained 7 managers and staff by communicating goals, coaching, and nurturing talent development. Guided 500+ indirect reports.
· Recruited, hired, trained, and coached skilled professionals-averaging 25 hires monthly-supporting customer needs and business goals.
· Prevented business interruptions during COVID pandemic by serving as point of contact and leader during shutdown, including transitioning to remote work, providing online training, and problem solving. Used creative solutions and de-escalation talents to resolve issues while communicating daily updates and procedures.
· Mitigated risks while saving costs by structuring operations and improving system efficiency, resulting in increased business bandwidth.

Scheduler
Amada Senior Care of Northern Colorado - Fort Collins, CO
January 2016 to December 2018

Selected to lead company scheduling for clients, staff, physicians, and medical appointments. Coordinated client and staff needs. Solved problems. Provided accurate and timely information. Communicated effectively. Adhered to procedures and protocols.
· Engaged and deepened customer relations by providing solutions, communicating, and coordinating resources.
· Triggered growth by aligning resources, managing data, reporting, problem solving, improving organization and efficiency, and positively contributing to teamwork.

Biologist / Project Manager-Algae Bioreactor
Missing Octave Insights Incorporated (MOII) - Jonesborough, TN
January 2014 to December 2016

Led complex research projects. Used lab and project management workflows. Wrote grants and applied for patents. Organized activities. Collaborated with researchers. Developed detailed project timelines. Managed project risks. Provided solutions and recommendations. Reported to Dr. Keep, MOIL owner.
· Co-invented novel bioreactor by leading complex algae project, including securing funding from India government, writing grants, applying for patent, and expanding industry connections.
· Accelerated results by building and leading functioning experiment model, including allocating resources, managing $10K budget, tracking and analyzing data, and creating detailed reports.

Lead Research Assistant
Western State Colorado University (WSCU) - Gunnison, CO
January 2013 to December 2014

Oversaw and coordinated research projects, experimental designs, and bio essays.

Collected, verified, created, and wrote science reports, posters, and papers.
Managed data analysis and entry. Provided daily care for Brassica rapa and Pieris rape specimens.
· Boosted faculty research by studying and reporting on biochemical pathways triggered by herbivory in Brassica rapa specimens.
· Improved research project flow by training and monitoring student research assistants on biology lab setup, operations, research methodologies, and reporting.

Research Assistant
Dartmouth U. Research Project-Rocky Mountain Biological Laboratory,
January 2013 to December 2013

Collected seed and pollen counts from Claytonia lanceolata and Delphinium nuttalliaum. Prepared slides. Gathered and managed research data.

Greenhouse & Animal Care Provider
Natural & Environmental Sciences
January 2013 to December 2013

Education

Graduate Certificate
Colorado State University Global
2022

Bachelor of Science in Biology
Western Colorado University
2014

Skills

- Interviewing
- Recruiting
- HRIS
- ATS
- Social media management
- Healthcare management
- Sales
- Digital Marketing
- Project Coordination
- Research
- Animal Care
- Event Planning
- Project Management
- Writing Skills
- Marketing

- Data Analysis
- Senior Care
- Budgeting
- Pricing
- Office Management
- Management
- Branding
- Talent Acquisition
- Employee Orientation
- Program Development
- Project management software
- AI
- Microsoft Project

Links

http://linkedin.com/in/gwenmcglothlen

Certifications and Licenses

PMP

PMI Certification