**Heather Klubertanz**, **MBA**

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**Experienced Healthcare Management Executive**

*Strategic & Operational Planning* ✧ *Consultative Approach* ✧ *Sales & Marketing Leadership*

Confident, personable, and highly driven healthcare management professional. A natural leader with a diverse skill set that includes responsibilities for: Profit and Loss analysis, sales, marketing, execution, strategy, product merchandising, staff development, relationships with internal & external partners and community engagement. Exceptional ability to build, motivate, and lead teams to exceed expectations.

**Key Skills & Expertise**

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| * Strong knowledge of MS, Salesforce & Tableau | * Efficiency & Productivity Improvement |
| * Patient & Client Relationship Building | * Cost Reduction & Avoidance |
| * Building & Leading Diverse Teams | * Multi-Site Operations Management |
| * Tactical Planning & Leadership | * Data Collection, Analysis & Reporting |
| * Staff Training & Development * 10+years of strategy experience | * Workforce Planning & Optimization (KPIs) * 20+ years of Full cycle HR recruitment |

**Professional Experience**

**MARATHON HEALTH (Hybrid)-**Dallas, Texas

**Client & Care Team Manager** (2022-present)

Held a dual role as an Account Manager/People Leader supporting several clients throughout multiple states. Accountable for 30-35 direct team members in multiple employer advanced primary care settings.

* *Responsible for a six-client portfolio of $10M+ in annual revenue.*
* *Achieved company goal of over 80% employee retention, client engagement targets and improved employee net promoter scores.*
* *Assisted sales & growth teams with to expand services, negotiate new & existing contracts.*
* *Participated in the sales, negotiation, and contracting processes for multiple clients.*
* *Partnered with multiple clients to create yearly engagement, marketing & wellness strategic plans and determine priorities for their employees.*
* *Collaborated cross-functionally with internal partners on a regular basis to support client & employee needs.*
* *Responsible for tracking metrics, regular reporting & client/team meetings.*
* *Leveraged Salesforce & Tableau to identify priorities & return on investment savings for each client.*
* *Mentored new employees to perform at a higher level by supporting training, giving feedback, and encouraging solution generation.*
* *Managed all aspects of hiring & performance; recruitment, on-boarding, performance management plans, high team performance & patient experience.*
* *Managed budgets & proper billing for all clients for all health care sites.*
* *Participated in multiple company pilot programs & provided feedback prior to full-scale launch.*

**WALGREENS** – Dallas, Texas

**District Manager Birmingham South| ATL Central| Northwest| Dallas Northwest** (May 2015 - 2022)

Accountable for 300-350+ direct/indirect team members and a district that averages $175-200M+ in annual sales. Leads recruiting, interviewing, hiring, onboarding, training, and performance management of all staff. Held Store Managers accountable for reaching sales goals via action plan creation while maintaining expense and payroll budgets.

* *Top 10% District Sales Ranking in both Front End and Pharmacy operations FY ’20.*
* *Built full cycle HR talent recruitment strategy.*
* *#1 area status for several patient adherence measures while leading team through COVID-19 impact.*
* *Led multiple districts to top performance in charitable contributions for Me to We, Red Nose and Children’s Hospital of Atlanta.*
* *Drove the increase customer service scores in multiple districts with root cause analysis.*
* *Retained and grew the largest HIV business in the country; partnered retail and specialty locations to drive patient medication adherence.*
* *Mentored new District Managers to perform at a higher level; developed several Store Managers for promotion to District Manager role.*
* *Assisted with Rite Aid acquisition teams, store implementation and smaller format locations.*
* *Led talent recruitment efforts for several key positions at cosmetology/beauty, pharmacy and business schools.*
* *Coached and directed Store Managers on how to create a customer-obsessed culture while maintaining operational efficiency.*
* *Accountable for the proactive communication and successful implementation of company initiatives.*
* *Serve as a trusted informational resource for management regarding retail and pharmacy operations.*
* *Oversee efforts for continuous streamlining of store operations through strategic hiring, proper scheduling of staff, and appropriate delegating of responsibilities as needed.*

**Community Leader** - Birmingham, AL (Sept 2011- Apr 2015)

Held dual role as a Store Manager of a high-volume store that averaged $10-15M in annual sales, and as a District Community Leader with $60M in annual sales. Directly/indirectly supervised 150-175 team members; helped open two 24-hour stores and had direct oversight for an additional four stores. Responsible for guiding and directing Birmingham area locations on creative approaches to help engage the local community.

* *Led community locations to The Community of the Year Award in FY’12.*
* *Coordinated 6-8 large community events a year, with a focus on children, seniors, and healthy living; participated in numerous fundraisers that raised money for non-curable diseases.*
* *Chosen by leadership to be a division shareholders representative in Jan of 2014.*
* *Accountable for establishing, developing and cultivating relationships with local community leaders and organizations to promote Walgreens as a trusted and valued community healthcare resource.*
* *Encourage and advance the consistent building of personal relationships between Store Managers, corporate leadership, and the community through community events and engagement.*

**Store Manager -** Birmingham, AL (July 2002 - Aug 2011)

Promoted to Store Manager of one of the highest volume stores in the area, averaging $10-15M in annual sales and double-digit growth. Supervised 25-30 team members; accountable for inventory management, merchandising for sales volume, recruiting, hiring, training, asset protection, and the entire customer experience in the store. Helped open several other local stores.

* *Successfully led store to positive sales growth within a year of a large competitor opening nearby; unheard of in the company history. Consistently increased sales and profitability year over year.*
* *Directed effort to get Walgreens and staff more involved in the local community by actively encouraging and participating in various community events, fundraisers and promotions.*
* *Initiated and led numerous company-sponsored and local events at schools and the local community to build relationships with people, and partner with surrounding small businesses.*
* *Trained and mentored various managers, supervisors, and pharmacists to higher level positions.*

**Education**

The University of Alabama at Birmingham (UAB) – Birmingham, AL

**Master of Business Administration (MBA)**

The University of Florida – Gainesville, FL

**Bachelor of Arts Degree (BA), Business Administration | Education,** *Dean’s List*

**Certifications| Registrations**

Applied Project Management Certificate

**University of California-Irvine**

Pharmacy Technician Certification (PTCB)

**Pharmacy Technician Certification Board**

Level One Running Coach

**USA Track and Field**

**Professional Organizations**

Member, **National Organization of Executive Women**

Member, **University of Florida Alumni Association**

Club Officer (President, Vice President & Secretary)**, Birmingham Gator Club**

**Volunteer Organizations**

**North Texas Food Bank**

**SPCA of Texas**

**Dallas Beagle Buddies**