

Christopher E. Villatoro

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Profile

Battle-tested Healthcare Administrator armed with an Ivy League education with over 14+ years of experience in the US Federal Government seeking an opportunity to be in the forefront of change. Provides world-class service and leadership required to accomplish any task assigned.

Additional Skills:

Budget Analysis	Project Management	Team Development
Event Planning	Strategic Planning	Procurement
Data Analysis	Lean Six Sigma	Fund Raising

Education

Cornell University – S.C. Johnson Graduate School of Management	05/2019
Queen’s University Stephen J.R. Smith School of Business Duel Executive Master of Business Administration	
Columbia University in the City of New York Master of Science in Social Enterprise Administration	05/2014
University of California, Berkeley Bachelor of Arts Political Science	06/2012
Pasadena City College Associate of Arts Behavioral & Social Sciences	06/2010

Professional Experience

Project Manager – COVID 19 Response Soka University of America Aliso Viejo, CA	10/2020 – Present 40+ hours/week
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- Serves on multiple committees to assist university officials adapt to the changing COVID-19 atmosphere and maintain track of local, state, and federal government regulations.
- Introduce and reinforce COVID-19 prevention measures, track the virus on campus, implement necessary training and help Areas design Area-specific prevention strategies.
- Strengthen emergency health preparedness and response, particularly in the implementation of COVID-19 strategies through the development of detailed programs and plans, and training of staff, faculty, and students.
- Advise university’s emergency response to address changes in prevalence of the virus on campus and organize and implement appropriate assessments and responses.
- Act as a liaison between the Orange County Public Health Department officials and Soka University leadership; directs COVID-19 contact tracing operations; and manages COVID-19 testing procedures and data collection.
- Coordinate Quarantine and Isolation protocols with Student Services, Residential Life, and Environmental Health and Safety.
- Instruct on the appropriate use of personal protective equipment (PPE), such as gloves, goggles, face shields and face coverings for the activity being performed.

Freelance Project Manager
Independent Contractor
Anaheim, CA

08/2020 – 10/2020
40+ hours/week

- Assisted small businesses adapt to a post-COVID world focused on digital marketing with an emphasis on the opportunities presented by the new marketing and technology landscape.
- Provided support to early stage start-ups, non-profit organizations, and other organizations with project management needs.
- Delivered business consultative services focused on financial forecasting, lean methodologies, and agile project management solutions.

Health System Specialist to the Associate Director, Operations
Health System Specialist
Department of Veteran Affairs
VA Loma Linda Healthcare System (VALLHS)
Loma Linda, CA

03/2020 – 08/2020
GS-0671-12
40+ hours/week

- Provided direct support to the following healthcare service lines: Health Administration Services; Nutrition and Food; Pharmacy; Prosthetics; Privacy/Compliance; Public Affairs Office; Veteran Advocate Office; Veteran Canteen Services; and Voluntary Services.
- Spearheaded full-scope administrative operations encompassing human resources (i.e. recruitment, hiring), financial management, SharePoint administration, and space/resource management.
- Planned and executed activation of a new Prosthetics Clinic through coordination of efforts with Network Contracting Office 22, Facility Management Services, Interior Design, and Logistics Management Services under a compressed schedule while saving VALLHS approximately \$1,.25M in penalties and fines.
- Reduced overdue Congressional, White House, and other action items by 95% within a 3-month timeframe while creating a more transparent environment throughout healthcare services.
- Made formal presentations to medical management officials to propose major modifications and improvements regarding the facility organization structure and functions
- Planned and conducted a variety of broad and complex analytical and evaluative studies of a wide range of medical facility health care delivery services such as organizational structures and management systems for the administrative services in the health care delivery system.
- Identified and participated in resolving the full range of management problems and assists in the development of proposed management programs on a service, inter-service, medical center, or network-wide basis.
- Conducted management studies in organizational entities with critical problems; conducts and integrates cyclical management studies and conducts studies with Systematic Internal Reviews and Management Briefings.
- Developed management improvement programs or revised policy and procedural requirements for more effective application of various administrative management systems.

Project Manager
Program Management Analyst
VA Long Beach Healthcare System (VALBHS)
Department of Veteran Affairs
Long Beach, CA

09/2016 – 02/2020
GS-0343-12
40+ hours/week

- Direct agency and departmental projects, including construction, clinical, academic, and administrative operations.
- Liaison between the healthcare system-wide and government and private agencies for diverse projects ranging up to \$150M in government assets.
- Manage, standardize processes, and provide oversight of government contracts between other government agencies and private sector organizations exceeding \$20M.
- Implement SharePoint processes to assist managers and administrative officers with space, interior design, and other requests that supported the installation of over \$5M in FF&E and produced over \$600K in cost savings through manpower management.

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- Develop system-wide policies, programs and processes to support the creation of a new department with a budget of \$1.1M.
- Conducted an internal fraud investigation that uncovered years of neglected illegal activities that reached over \$250K in waste; saved the VA over \$3M in future losses; and presented the VA I-CARE Integrity Award for actions taken.
- Co-develop executive-level education to instruct and support operations for over 50K patients served throughout the portfolio.
- Classified and managed over 1M square feet of space throughout the healthcare system's main campus and 5 outpatient clinics spread throughout the Los Angeles and Orange counties.
- Led the healthcare system's first LEAN efforts through a Rapid Improvement Workshop (RPIW) to assist to identify gaps in patient care operations.

Executive MBA Candidate**06/2016 – 05/2019****Cornell University - S.C. Johnson Graduate School of Management****25+ hours/week****Ithaca, NY**

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- Led a team of Executive MBA Candidates from diverse backgrounds to consult, develop, and direct \$8.8M in investment funding towards a Go-To-Market strategy for a Norwegian-based tech company entering the US.
 - Co-developed the winning new venture in class-wide competition in over \$2.3M in angel investor funding by popular class vote.
 - Provided a marketing strategy, developed project management plans, and other consultation services for a small local business using MBA fundamentals for Individual Project.

Lecturer**09/2015 – 05/2016****Columbia University in the City of New York****10 hours/week****Greater Los Angeles Area, CA**

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- Developed graduate-level curriculum for Columbia University's online campus.
 - Coordinated efforts with development team and teacher assistant to create the first Veteran-centered course at the university.
 - Performed administrative and recruiting functions and assisted in managerial functions of the university.

Presidential Management Fellow**06/2015 – 09/2016****Health System Specialist / Project Manager****GS-0671-11/12****VA Long Beach Healthcare System (VALBHS)****40+ hours/week****Department of Veteran Affairs****Long Beach, CA**

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- Prepared issue briefs, prepared correspondence to Congressional inquiries, and memorandums for executive management leadership.
 - Conducted supervision of action item requests from the higher echelons of authority, provided administrative management support to VALBHS operations, and completed fact-finding/analytical work to resolve management problems.
 - Constructed data analysis for Emergency Department operations in preparation for Joint Commission and provided data analysis and verified data for Whole Blood Glucose Monitoring.
 - Conducted Environment of Care (EOC) operations to maintain established standards of safety and cleanliness.
 - Designated as the Contracting Officer's Representative (COR) for multiple sharing agreements, irrevocable licenses, and other miscellaneous projects.
 - Conducted an investigation as a member of a 3-person Administrative Investigation Board (AIB) who cross-examined witnesses onto the investigated matter, analyzed evidence, cataloged evidence, authored the final report, and coordinated efforts with HR to ensure quality control.
 - Served as the Healthcare System Campaign Manager for the Combined Federal Campaign (CFC); raised \$50,000+ in employee contributions; and awarded the Emerald Award by the United Way.

Presidential Management Fellow
Health System Specialist
VA Northern California Healthcare System (VANCHCS)
Department of Veteran Affairs
Martinez, CA

09/2014 – 06/2015
GS-0671-09/11
40+ hours/week

- Assessed issues that affect multiple organizational units in both administrative and clinical areas and develop recommendations to address problems.
- Conducted and directed special studies and analyses of complex problems relating to manpower requirements, space and equipment utilization, organizational alignment and other areas of concern to the Associate Director East Bay, recommending solutions and supervising the implementation of the solutions once they are approved.
- Coordinated all administrative functions inherent to VANCHCS, establishing controls where necessary.
- Developed healthcare system-wide organizational charts used to assist hiring authorities identify needs of the organization; establish annual system-wide budgets; and shift organizational priorities as needed.
- Conducted healthcare system-wide study to develop improvements telephonic care program.

Veteran Advocate
Readjustment Counselor
South Orange County Vet Center
Department of Veteran Affairs
Mission Viejo, CA

05/2014 – 09/2014
GS-0101-09
40+ hours/week

- Provided a broad range of psychosocial services to combat Veterans and their family members to assist them in their readjustment to civilian life.
- Conducted joint emergency mental health care treatment.
- Conducted outreach activities with Veterans and Veteran's families, community and service organizations, business and industry, professionals and the public.
- Developed working relationships with leaders of city, county and state health care and social welfare delivery systems in order to correlate and integrate outreach, service and referral functions with existing resources.
- Directed the Vet Center's program development and evaluation initiatives in order to improve operational efficiency, effectiveness and scope.
- Conducted educational counseling services for Veterans in order to maximize benefits.

Graduate Research Assistant
The Center for Social Policy and Practice in the Workplace
Columbia University in the City of New York
New York, NY

08/2013 – 05/2014
20 hours/week

- Co-facilitated staff training to implement the Center's program models.
- Designed digital media training aids for evidence-based employment support program.
- Provided advocacy efforts for foster care children throughout New York City through numerous efforts in coordination with city government and child welfare agencies.
- Collaborated efforts with training organizations to develop a Veteran peer sponsorship program in New York City.

Intern
Harlem VA Vet Center
Department of Veteran Affairs
New York, NY

08/2012 – 06/2013
20 hours/week

- Served as a VA educational benefits resource for transitioning Veterans.
- Strengthened Vet Center outreach efforts by establishing communication with various organizations that serve Veterans throughout the Greater New York City area.
- Delivered peer and para-professional counseling to student Veterans at Borough Manhattan Community College (BMCC) and Columbia University.

VA Work Study
Concord VA Vet Center – Readjustment Counseling Center
Department of Veteran Affairs
Concord, CA

08/2010 – 06/2012
25 hours/week

- Responsible for performing administrative and clerical duties.
- Assisted mental health staff members by sorting mail, filing, answering phones, greeting clients, scheduling meetings, and restocking supplies.
- Conducted indirect counseling on Veteran educational benefits, programs, and services provided by federal, state, and county governments.
- Assisted with community outreach efforts at different locations throughout the San Francisco Bay Area.
- Provided aid to newly separated Veteran students by assisting them information regarding their VA educational benefits.
- Aided with recruitment and retention efforts of Veteran students for the center’s work study program.

Sergeant – Active Duty
United States Marine Corps
Camp Pendleton, CA

06/2000 – 06/2008
40+ hours/week

Marine Barracks Washington, DC

- Secured the personal safety, training, and performance of 4 to 35 U.S. Marines.
- Insured the proper training and operational guidance to Iraqi military officials.
- Accounted for the embarkation and debarkation of vital equipment estimated at \$2.5 million during Operation Iraqi Freedom and Operation Unified Assistance.
- Provided an internal relation by relating with all personnel in congenial and professional manner that facilitated the development of a diverse group.
- Conducted military ceremonies for U.S. and foreign dignitaries throughout the Washington, DC area.

Volunteer Experience

New York City Veterans Day Parade Captain
Iraq & Afghanistan Veterans of America (IAVA)
New York, NY

10/2013 – 11/2013
10+ hours/week

- Recruited Veterans throughout the Greater New York City area through public engagements and social media to attend and participate in the NYC Veterans Day Parade and the festivities that followed.
- Coordinated efforts with IAVA to identify the transportation needs of Veterans attending the parade.
- Conducted interviews on behalf of IAVA in order to bring awareness of Veteran issues throughout numerous media outlets.

Spokesperson
Iraq & Afghanistan Veterans of America (IAVA)
The Spirit of the Season is Service Campaign
New York, NY

10/2012 – 11/2012
15 hours/week

- Provided awareness of Veteran issues by utilizing one’s personal story of transition from military service to civilian life.
- Assisted in IAVA fundraising efforts through public speaking engagements.
- Aided in developing a formal relationship between Columbia University and IAVA.

Educational Casework Volunteer Iraq & Afghanistan Veterans of America (IAVA) New York, NY	08/2012 – 05/2013 20 hours/week
<ul style="list-style-type: none"> ▪ Served as a resource to help aid Veterans understand and utilize their VA educational benefits more effectively. ▪ Delivered support services for Veterans with complex benefits issues by providing the necessary referrals to aid Veterans and their families. ▪ Coordinated with IAVA staff to offer solutions for Veterans as they pursue their educational goals. ▪ Conducted media interviews on behalf of IAVA to bring awareness of their Rapid Response Referral Program (RRRP). ▪ Provided assistance to Veterans with educational mentorship and guidance. 	
Social Media Coordinator – Team Captain Iraq & Afghanistan Veterans of America (IAVA) IAVA Storm the Hill 2012 Campaign San Francisco Bay Area, CA	02/2012 – 03/2012 20 hours/week
<ul style="list-style-type: none"> ▪ Provided social media support to IAVA’s Storm the Hill Campaign 2012 in order to support Veteran lobbying efforts in Washington DC and created awareness of Veteran issues throughout the country. 	
Student Instructor University of California, Berkeley Course: Veterans in Higher Education Berkeley, CA	08/2011 – 12/2011 10 hours/week
<ul style="list-style-type: none"> ▪ Co-facilitated an academic course in order to aid newly accepted student Veterans with academic related issues, manage VA educational benefits, connect with student organizations on campus, and provide insights and strategies to navigate through the university’s bureaucratic structures. ▪ Facilitated course discussions and provided assignments designed to refine study skills such as managing the heavy reading load, refining writing skills to Berkeley standards, and balancing academics with personal and work environments. ▪ Provided Veteran related lesson plans utilizing evidence-based practices to develop the growth of the student Veteran population in the university. ▪ Connected Student Veterans with other student groups who deal with concerns that are often different from traditional-age students in order to bridge the gap between student groups and to eliminate Veteran stigmas at the university. ▪ Aided Veterans to develop and act on plans for graduate school or finding employment after graduation through a variety of exercises and presentations. 	
Vice President & Group Supporter California Student-Veteran Organization University of California, Berkeley Berkeley, CA	08/2010 – 06/2012 20 hours/week
<ul style="list-style-type: none"> ▪ Served as a liaison between faculty members, staff, the student body and the surrounding community while establishing an open and communicative relationship with faculty members, staff and students. ▪ Co-facilitated public open forum discussions to help bridge the divide between Veterans and students throughout the San Francisco Bay Area. ▪ Conducted fundraising operations throughout the San Francisco Bay area to fund Veteran programs and services within the organization. ▪ Sponsored and coordinated efforts with a diverse set of organizations in the development of a job fair targeted at Student-Veterans in the San Francisco Bay area. 	

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- Co-facilitated informational workshops to aid newly accepted Veterans with educational transitional concerns and helped them navigate through the university system.
- Co-managed the organization's financial accounting of all incoming donations.

Additional Accolades

Program Management Institute	Expected 2020
Project Management Professional (PMP)	
Syracuse University	2020
Project Management (PMP) Certificate	
Purdue University	2017
Lean Six Sigma Green Belt Certification	
Office of Personnel Management	2016
Presidential Management Fellows (PMF) Program	
Federal Acquisition Academy	2015
Contracting Officer's Representative (COR) Level II	

Professional Affiliations

- Former Member, Disaster Emergency Medical Personnel System (DEMPS) at VALBHS
- Former Member, VHA Decontamination Program (DECON) at VALBHS
- Member, American College of Healthcare Executives (ACHE)
- Member, Project Management Institute, Orange County Chapter (PMI)