

Pamela Adams  
1130 E Helen, Tucson, AZ 85721  
520-621-3128  
padams@eller.arizona.edu

---

**Objective**                      **A Position as Director/Educator**

---

- Profile**
- Nearly 18 years experience as professional manager.
  - Ability to direct complex projects from concept to fully operational status.
  - Goal-oriented individual with strong leadership capabilities.
  - Organized, highly motivated, and detail-directed problem solver.
  - Proven ability to work in unison with staff, volunteers, and board of directors.
- 

**Education**                      **M.P.A., Health Services, Marketing Minor**, University of Arizona  
**B.S., Biology**, High Distinction, University of Arizona

---

**Relevant Experience & Accomplishments**

**Program Management**

- Successfully established new sales programs resulting in 20% revenue increase.
- Balanced \$50 million budget, resulting in impressive 10 percent profit margin.
- Managed government programs resulting in \$50M in revenue.
- Managed non-premium billing functions resulting in an increase in revenue of \$15M.
- Built customer driven performance teams resulting in increased customer satisfaction (30%) and revenue (15%).
- Wrote successful RFPs resulting in contracts totaling over \$30M.
- Managed systems conversion resulting in improved work flows, increased management information tools and increased customer satisfaction.
- Created new catalog and brochures to increase sales.
- Designed new web site and conducted operation assessments.
- Counseled students on defining career and work related goals and objectives.
- Formulated, wrote, and implemented new employee orientation manuals.

**Management/Supervision**

- Directed recruitment and retention of supervisors and staff of up to 125 employees.
  - Trained, supervised and evaluated staff, coached improvement management skills.
  - Resulted in multilateral staff achievement of work objectives.
  - Managed and developed staff to attain necessary company licensure and accreditation.
  - Successfully refined and implemented new projects.
- 

**Employment**                      **Program Manager** , University of Arizona, Tucson                      *2003-  
Present*

- Provide professional student guidance in admission, retention, recruitment, career development and internship placement for Masters and Ph.D. students.
- Responsible for all SPAP publications, web site, and alumni database.
- Coordinate all student-faculty advising activities.
- Award scholarships, assistantships and graduate teaching assignments.
- Assist in planning the strategic direction of the department.

- General Manager**, ARBICO Environmentals, Tucson *1997-2003*
- Successfully managed all departments including accounting, budgeting, production, shipping and receiving, procurement, customer service, sales and marketing and government compliance.
  - Performed all financial, systems, data base, and strategic planning functions.
  - Directed and managed quality driven teams to increase profit, customer satisfaction and employee retention.
- Medical Economics Manager**, CIGNA, Tucson *1994-1997*
- Managed successful accreditation efforts for the National Committee for Quality Assurance.
  - Managed Medicare claims functions and non-premium billing department.
  - Managed government Programs Department.
- Administrator, Analyst and Department Supervisor**, CIGNA, Tucson *1987-1994*
- Managed health care clinics of up to 125 employees, \$23M in annual budgets and 35,000 annual patient visits.
  - Managed and coordinated \$50M annual budget.
  - Successfully coordinated efforts to obtain and retain all mandated licensure efforts.
  - Completed medical analysis and savings projects resulting in \$3.5M in savings.
- Instructor/Adjunct Faculty**, The University of Arizona, Pima Community College and the University of St. Francis, Tucson *1987-Present*
- Taught courses in Ethics, Policy, Business and the Law, Finance, Math, Accounting and Management.

**Community Involvement**

- Pasqua Yacqui Indian Health Advisory Board**, Vice-Chair  
**Salud Para Todos**, Member-Fundraising  
**Amphi Foundation**, Member  
**ASPA**, Member

**Honors & Awards**

- Various Teaching Awards**  
**Who's Who in Pima College**  
**Various Management Awards**