

STETSON AUSTIN FLEMING

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EXPERIENCE

2007-Current Administrative Fellowship at The Charlie Norwood VA Medical Center 11/13/07 to current

- o Duties and experiences
 - Directors Office: compiling data into readable reports in excel. Teaching others to use the created reporting tool
 - Analysis of the ICE (interactive Customer Evaluation) Kiosks at Ft. Gordon to improve the speed at which we can gauge customer satisfaction.
 - Assisted in writing the Aiken CBOC’s pharmacy contract
 - Acting AO of the Athens CBOC for 3 months (February-April.)
 - Built the individuals into the team.
 - Implemented ICE.
 - Oversaw, with the facility engineer, the addition to the unit
 - Implemented policies and procedures to lower wait time and to decrease no shows.
 - Reported the need for implementation of changes that the team found in the scheduling profile and the recall system.
 - Wrote the SOW for Pharmacy for the Athens CBOC
 - Handled customer complaints and demands
 - Acting AO for Mental Health and Geriatrics (May-current)
 - Compiling and analyzing data for VISN and Facility Reports
 - Hiring of staff-- VA and Locum
 - Implementing ICE, and augmenting its data
 - Assisted in writing a business plan for a new acute Psych ward to be located in Augusta. (FTEs, equipment, needs)
 - Wrote palliative care response for RFP from the VISN
 - On time completion of NATS
 - Working with providers to finish encounters, dictations etc.
 - Writing SOW and PDs for new positions
 - COTR training completed
 - FY09 Budget development
 - Training people to use Excel thereby increasing their productivity
 - Daily administrative duties
 - o Time
 - o FCP management
 - o Budget management
 - o Monitoring crucial measures
 - Committees
 - o VISN MH Subcommittee
 - o Customer Service
 - o Space
 - o Equipment
 - o Education
 - o MH Customer Service Huddle-Lead
 - o CFC for FY09-SLE is chairman

2004-2007 Sale of personal company and pursuit of masters (MHSA.) During study, I was employed in several part time jobs-paid and volunteered with several organizations.

- Graduate Assistant: Health Science Department 08/06-05/07
 - Dr. Joey Crosby supervisor (912) 921-7316
 - Rebuilt and redeployed department website increasing student access to resources
 - Developed subsection of the website to increase participation in studying abroad
- SEGCA (South East Georgia Cancer Alliance) 01/07-03/07
 - Dr. Richard St.Pierre (912) 921-7342
 - Developed and coded a resource website to enable counties to access critical data used in applying for Grants from the NIH
- Volunteer: St. Joseph-Candler Hospital System 10/06-12/06
 - Dr. Michael Goler
 - Developed a persuasive presentation for Georgia Oglethorpe Quality Initiative (Malcolm Baldrige National Quality Program) to encourage emotional and intellectual buy-in by corporate level leaders and Physicians, as a volunteer member of a team hospital. The hospital personnel adopted the initiatives, and agreed to pursue the necessary steps to qualify for do application to Georgia Oglethorpe
- Self employment: website building, photography, construction, and yard maintenance.

2000-2004 Owner: Pickles & Ice Cream Maternity Companies: Thomson, GA

- Increased franchise revenue by over 400%
 - By growing the store base form 5 to 19 locations.
- Managed 500k budget for Corporate store expansion
- Developed business and marketing plans with franchisees with budgets of 700k increasing their sales and using their resources wisely.
- Reviewed lease agreements of franchisees saving them an average of 10% on rent and fees
- Developed concept and implemented e-commerce, intranet, corporate website and marketing system for stores.
 - Website was listed in top 10 on AOL, Yahoo and MSN search sites in 2001
 - Fostered corporate community by creating private intranet facilitating communications and idea sharing.
 - Decreased store costs of marketing by creative ad development
- Lead strategic planning initiative for sales and franchising plans
 - Lead private placement initiative and investor recruitment

1999-2000 Financial Representative: South Trust Securities: Augusta, GA

- Supervisor: Douglas Karr, (404) 386-6552
- Increased sales from below 50k to approximately 2 million by
 - Developing bank employee training plan increasing referrals by over 500%
 - Implementing bank employee referral incentive plan motivating employees to cross refer to the securities division
 - Building relationships with key employees who held customer trust in the Corporate Lending division leading to the establishment of three 401k plans at customer's companies covering over 150 people.
 - Developing first woman manager golf event leading to increased access to bank employees, increased referrals and thereby sales.
- Financial licenses previous held: Series 6 & 7, 63 Blue Sky, 65, Life Accident and Sickness, and Variable Annuity

1995-1999 Financial Representative: Interstate/Johnson-Lane: Augusta, GA

Stetson Austin Fleming

1992-1995 Project Manager: Knox-Rivers Construction Company: Thomson, GA

1987-1992 Area Director: Young Life: Greenville, SC & Shelby NC

EDUCATION

2005-current Armstrong Atlantic State University: Savannah, GA, MHSA, graduation summer 07

1983-1987 Furman University: Greenville, SC BA in Business Administration, Army ROTC Scholarship recipient -Commissioned in the Medical Service Corps, Air Borne

OTHER

- Acquiring Project Management Certification (PMBOK)
- Expert in Excel, Word, Adobe DreamWeaver, Fireworks
- Knowledgeable in Visio, PageMaker, Acrobat, & PhotoShop, Publisher, QuickBooks, MS Project Manager and SPSS
- Involved in starting and leading youth at church, Graduate Services Student Counsel, and Katrina relief projects (www.pickinupthepieces.org)

AWARDS

- Innovation Award at University of Alabama, Birmingham Strategic Case Competition 2007
- Featured in Southern Living, Georgia edition summer 2001 at Pickles & Ice Cream