

Chris Pfund

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Strategic business leader and designer armed with an entrepreneurial attitude and track record of effectively supporting business needs through sophisticated planning and pioneering initiatives. Highly adaptable, dependable, focused on efficiencies to reduce costs, and skilled at communicating vision to people and enjoining others toward the same goal. Experienced with establishing policies and procedures, profit and loss, and technology oversight. Employs innovative human capital practices promoting a high-performance culture to attract and retain talent. Proficient and Comprehensive experience in:

- Entrepreneurship
 - Multi-state business startups.
 - Business and Financial Operations
 - Compliance & Technology oversight
 - Investor Relations
 - Strategic Human Resource Planning and Optimization
 - Short-term and Long-term strategic planning
 - Coaching and Change Management
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PROFESSIONAL EXPERIENCE

WD Management LLC

2014 to Present

Business Partner, Chief Administrative Manager

WD owns and operates hospice companies in Arizona, Colorado, and Idaho. Responsible for leadership, management, and vision necessary to ensure the company has the proper operational controls, administrative and reporting procedures, human capital in place to effectively grow the organization, and to ensure financial strength and operating efficiency.

Selected accomplishments:

- Executed new businesses from startup to Medicare certification in four months, compared to industry average greater than one year.
- Sustained startup costs under \$800K compared to industry average of \$1M to \$2M.
- Established yearly budgets and forecasting exceeding \$10M annually.
- Presided over financial management, tax reporting, and investor relations.
- Ensured maximum third-party reimbursement through broad-spectrum cost reimbursement principles.
- 30day 5% or less accounts receivable balance year after year.
- Grew work force from 2 to 90 employees in three states in a three-year period. Recruited physicians, nurses, social workers, chaplains, nursing aides, administrative staff.
- Created a culture that had a 6% turnover rate compared to industry average of 30%
- Strategized and prepared management teams for Medicare changes. Received less than ten deficiencies during federal and state audits. Zero for the HR audit.
- Implemented an HRIS, electronic onboarding, learning platform, and co-created a self-service website resulting in decreased administrative burden.
- Reduced open positions by co-developing new grad onboarding and training programs for each hospice discipline resulting in increased employee morale and decreased time to hire.
- Teamed with software company to develop systems that improved functionality. Results improved staff documentation and enhanced reporting to Medicare.

**Tutor.com
Online Tutor**

2018 to Present

Subjects: Business – Principles of Management,
Social Science – Introduction to Psychology, Research Methods.

**Comprehensive Hospice and Palliative Care, LLC
Business Partner, Chief Administrative Manager**

2011 - 2014

Delivered innovative, efficient and effective HR programs and services in the areas of talent management, organizational and performance management, training and development, benefits administration, workforce engagement, HR related risk mitigation and compliance, employee relations and compensation administration.

- In 2013, organization was nominated for employer of the year by AZBig Media.
- Participated in developing yearly budgets and forecasting exceeding \$5M annually.
- Maintained a 30day 5% or less accounts receivable balance.

**Evercare Hospice and Palliative Care, LLC
Hospice Manager, Medical and Clinical Operations**

2010 - 2011

**Serenity Hospice and Palliative Care LLC
Director of Business Operations**

2006 - 2010

EDUCATIONGrand Canyon University; Phoenix, AZ**PhD – Industrial and Organizational Psychology**

2018

**M.B.A. – Strategic Human Resource Management &
Health Systems Management**

2011

University of Phoenix; Phoenix, AZ**Certificate, Human Resource Management**

2007

Bachelor of Science in Marketing

2006

CERTIFICATIONS

- Certified Hospice and Palliative Care Administrator (2014)
- Professional in Human Resources (2008)
- Society for Human Resource Management Senior Certified Professional (2017)

PROFESSIONAL ORGANIZATIONS

- Hospice & Palliative Association
 - Awards Selection Committee: Committee Chair (2017), Committee Member (2016)
- Society for Human Resource Management
- Society for Industrial and Organizational Psychology
- AmericanCollege of HealthcareExecutives
- Arizona Healthcare Executives

VOLUNTEERISM

- Arizonans for Children – Supervise visits in custodial cases (Dec. 2017 to present)