

## Jill A. Starcevich

### PROFESSIONAL EXPERIENCE:

**08/20 – Present**      **Starcevich Family Holdings, LLC**      **Greensboro, NC**  
*President*

Franchisee owner/operator of BrightStar Care of S Greensboro and Winston Salem. BrightStar Care offers in-home companion care, all levels of personal care, skilled nursing, medical staffing and physical and occupational therapy. Accredited by the Joint Commission, BrightStar Care is an established provider within the UNC Advanced Care at Home program, Guilford County Schools and local hospital systems. As owner, Jill oversees all operations of both the skilled and non-skilled business and has more than doubled the size of the agency in her 5-years of ownership.

**03/19 – 4/20**      **New Hope Medical Training**      **Greensboro, NC**  
*Assistant Director*

- Handle all aspects of student registrations for CNA and Phlebotomy classes to ensure compliance with Board of Nursing and proprietary schools allowing for a student increase of over 50%.

**11/07 – 12/11**      **Sg2, LLC**      **Skokie, IL**  
*Senior Marketing Analyst*

- Marketing lead for over 45 courses and annual membership meetings per year. Included creation of collateral, emails and managing web site content.
- Developed and maintained marketing metrics to measure web site traffic, email readership and web seminar attendance.
- Assisted in the development of proposals, presentations, client letters and other communications to support a sales account management team of more than 30 team members.
- Created emails in HTML using Dreamweaver for weekly and monthly client newsletters, web seminar promotions, courses, conferences and other marketing campaigns.
- Recipient of corporate 'Raise the Bar' award and numerous 'Spotlight' awards for consistently exhibiting top performance across company core values in work and interactions.

*Business Manager*

- Streamlined project management system to more efficiently track time, provide better data for reporting and improved user-interface for more efficient use. Train new employees on system.
- Built and ran weekly reports for distribution to Executive Council to track profit and loss on consulting engagements.
- Developed employee utilization and resource forecasting data to establish corporate metrics.
- Processed over \$30 million in yearly contracts which included product entry, setting-up new clients in system and troubleshooting client access issues.

**8/06 – 11/07**      **Orion's Mind, LLC**      **Chicago, IL**  
*Human Resource/ Business Manager*

- Responsible for the execution of HR strategies and programs to support business and corporate strategic goals.
- Managed all aspects of payroll for over 100 permanent and 600 seasonal staff.
- Facilitated new hire trainings and orientations during onboarding of new tutors and program managers.

**6/05 – 7/06**      **William Beaumont Hospital**      **Royal Oak, MI**  
*Health Promotions Program Coordinator*

- Managed employee wellness programs for over 10,000 employees and increased participation by over 40%.
- Produced employee health fair with all-time record attendance.
- Part of implementation team to create new health insurance wellness model for employees.
- Two time recipient of hospital award for exceptional customer service.

**11/03 – 6/05**  
*Nursing Assistant – Maternal Child Health*

**6/01 – 10/03**      **Ford Field Management/Detroit Lions, Inc.**      **Detroit, MI**  
*Premium Suite Services Coordinator*

- Client and operation manager for 131 premium suites

### EDUCATIONAL BACKGROUND:

**September 2007**      **Depaul University**  
*Professional in Human Resources Certificate*

**Chicago, IL**

**Summer 2000**      **Oxford University**  
*Coursework in Public Address and Debate/Advertising*

**Oxford, England**

**1997-2001**      **Oakland University**  
*Bachelor of Arts, Communications*

**Rochester, MI**

**COMMUNITY INVOLVEMENT:**

*Green Thumb Garden Club – Board Member (Events Chair)*  
*Guilford Medical Dental Managers – Board Member (Secretary)*  
*Triad Retirement Living Association (TRLA) - Member*  
*Healthcare Industry Professionals Serving Seniors – Member*  
*Forgotten, Now Family Animal Rescue – dog foster*