

ALICIA M. ELLIS, MA



Experience

Alicia Ellis is an exceptionally talented and well-respected leader in the service industry. She has 30 years of experience in healthcare leading teams in environmental services, food services, linen, and transport operations, having worked in more than 15 acute-care hospitals across the US ranging from 300 – 1000 beds and managed multiple sites. She has also worked with many local unions.

In addition to operations, Alicia has also supported the southeast region as a human resources and training manager. She performed the duties of full-cycle recruiting, human relations, succession planning, as well as creating, implementing and the administering of policies and procedures. Alicia is an effective facilitator and has a passion for leadership development. She has trained senior leaders and front-line associates on various topics as well as facilitated new hire orientation and presented with the sales team for new business acquisitions.

Alicia is known for bringing measurable success in patient and associate satisfaction, quality, and process improvement. Her top-level verbal and written communication skills with an ability to effectively translate corporate messaging to end-users while supporting the company's overall mission and values are sought after by organizations.

In her spare time, Alicia enjoys music, reading and travel. She is a native of Chicago, IL and currently resides in Orlando, FL.

Education

Masters of Human Resources Development
Webster University

Bachelor of Science Degree
Speech Communications
Illinois State University

Affiliations

Association for Talent Development (ATD)

Healthcare Executives Network

Rebecca's Garden of Hope

Step Up Your Game, LLC

Toastmasters, Inc

Selected Project Experience

Ohio State University Medical Center
Columbus, Ohio

University of Chicago
Chicago, Illinois

Franciscan St. James Health System
Chicago Heights, Illinois

Baptist Medical Center
Jacksonville, Florida

Edward-Elmhurst Health
Naperville, Illinois

Rush University Medical Center
Chicago, Illinois

Moses Cone Hospital
Greensboro, North Carolina

Providence Hospital
Washington, District of Columbia