



# Mary-Kate Iacona

## Operations Consultant

### Education

Suffolk Community College

### Affiliations

National Association of Professional Woman (NAPW)

Association for the Healthcare Environment (AHE) - Associate Member

### Experience

Mary-Kate is an operations consultant with Ruck-Shockey Associates, Inc., a foodservice and hospitality consulting firm established in 1997. She has over 25 years of managerial experience and over 9 years in the environmental services industry for health care. Mary-Kate has extensive experience in the environmental services industry and joined the Ruck-Shockey team in November, 2015.

She is a hard working consultant with broad knowledge and experience leading EVS teams and managing employees with proficiencies in staff development, quality controls, OSHA and DHEC compliance protocols and safety. She is a dedicated, results-oriented leader with excellent people skills and an eye for detail.

In her work, she has consistently improved HCAHPS and Press-Ganey scores by implementing innovative best practices. Mary-Kate's superior work ethic and integrity-driven competitive nature drives her to exceed and motivates those around her. As an instinctive leader, she reaps personal fulfillment by helping others tap into their inner excellence, aligning their personal growth with the company's business goals.

### Environmental Service Experience

Loyola Medical Center  
Maywood, IL  
*Consultant*

Mercy Hospital  
Chicago, IL  
*Manager*

Palmetto Health Park Ridge  
Columbia, SC  
*Director*

Children's Hospital  
Chicago, IL  
*Manager*

Palmetto Health Baptist  
Columbia, SC  
*Operations Manager*

Rush University Medical Center  
Chicago, IL  
*Manager*

Palmetto Health Richland  
Columbia, SC  
*Manager*