



Tom Millar Consultant

Education

Bachelor of Arts
California State University
Hayward, CA

ServiceMaster Executive
Grad Program

Aramark Healthcare EVS
Technical Training Program

Aramark Operational Excellence
Training in both EVS and FNS

Experience

Tom is a seasoned operations leader with expertise in contract management services, profit & loss management, cost reduction initiatives, client retention and business growth. He possesses a passion for developing and mentoring subordinates, building teams and working with clients to drive operational savings. Tom has 30 years of experience in the hospital support service management arena, leading the services of environmental (EVS), food & nutrition (FNS), facilities, patient transport, linen distribution and clinical engineering. In his current role with Ruck-Schockey Associates Tom is focused on transitioning departments to new Leadership. He is also adept at providing operational solutions while driving in driving patient satisfaction.

Tom's experience includes:

- Leadership experience demonstrated by holding Senior VP, District Manager and Department Director positions
- Led and developed management team members ranging in numbers from 21 – 63, delivering a retention rate of 95% and in providing promotional opportunities for his team
- Successfully managed client relations, resulting in 98% year-after-year business retention
- Strong business acumen, achieving set corporate goals and attaining year-over-year growth targets
- As a consultant, Tom has delivered significant financial savings to clients in EVS, Linen Distribution and clinical engineering services – projects include Mary Washington in Fredericksburg, VA, Multicare Health System in Tacoma, WA and Antelope Valley Hospital in Lancaster, CA
- As a transition manager, Tom has effectively led two projects; at Ingalls Hospital in Harvey, IL & Baylor Healthcare System in Dallas, TX
- As a Lieutenant Commander with U.S. Coast Guard, provided leadership in search & rescue operations in the Pacific Northwest