JENNIFER BROWN | MBA · LMSW-IPR

EXECUTIVE STRATEGY & OPERATIONS / PROVIDER GROWTH / ENTERPRISE TRANSFORMATION

Dallas–Fort Worth, TX • 214-298-1416 • jenn.s.brown@icloud.com • THE BROWN BLUEPRINT: https://headless-iwwecamkuue-jbrown606-1409.wix-site-host.com

EXECUTIVE PROFILE

Healthcare growth and operations leader with 20+ years spanning provider recruitment, enterprise partnerships, multi-site P&L-oriented operations, and technology-enabled transformation. Built clinical recruitment pipelines and Salesforce-based lead management; led for-profit therapeutic foster care operations with census-based forecasts and EBITDA accountability; founded a paid consulting practice in 2009. Combines an MBA and independent-practice-recognized social work credential with executive-level workforce strategy, operational efficiency, and cross-functional leadership.

LEADERSHIP AT A GLANCE

20+ YEARS IN HEALTHCARE | $9M OPERATING BUDGET | 47 TEAM MEMBERS LED | 13-STATE RECRUITING SCOPE

CORE CAPABILITIES

Provider acquisition, onboarding & retention | Supply-side capacity planning | Growth funnel / CRM design | Salesforce | Financial forecasting & EBITDA | Workforce strategy | Operational efficiency | Executive influence | AI use-case enablement | KPI dashboards

EXECUTIVE LEADERSHIP & PROFESSIONAL EXPERIENCE

UPSTREAM USA — Senior Director of Partnerships / Regional Partnerships Leadership | 2022–Present

- Lead multistate healthcare partnership growth, enterprise relationship development, and cross-functional initiatives spanning clinical, operations, policy, and other functions.
- Established KPI and reporting processes; developed growth and engagement strategies supporting access to contraceptive care for 460,000+ women, as documented in prior résumé materials.
- Advance an efficiency-focused growth pillar: standardize processes, clarify roles and expectations, and optimize existing capacity before adding positions.
- Support cross-functional AI use-case development and adoption, translating operational problems into practical workflows and technology-enabled improvements.

DESIGN2BE LLC — Founder & Principal Consultant | 2009–Present

- Founded and continuously operated an independent, paid business and human-services consulting practice advising organizations on launch, operational turnaround, compliance, workforce strategy, and sustainable growth.
- Develop business plans, organizational processes, leadership training, and strategic approaches to government and nonprofit contract opportunities.

AMPLITY HEALTH — Rare Disease Case Coordinator / Patient Engagement | 2019–2022

- Supported sickle cell patients and healthcare practitioners through education, resource coordination, advocacy, and engagement programs; collaborated across healthcare stakeholder groups.

THE MENTOR NETWORK — Area Director; Corporate Recruiter Manager | 2006–2014

- Directed clinical and field operations across four Texas locations, with 47 staff and 561 clients; managed a $9M operating budget and reported $3.3M in year-end savings in prior résumé materials.

- Recruited, qualified, trained, and retained clinical coordinators, licensed social workers, therapists, and therapeutic foster parents; aligned provider capacity with census, billable services, and staffing needs.
- Managed census-driven forecasting and reforecasting in an EBITDA-focused for-profit model; balanced staffing and provider network investments against operational demand.
- Advanced to corporate recruitment leadership across 13 states, exceeding candidate-pipeline growth targets by 20%.
- Helped build an early Salesforce CRM recruitment management and lead qualification system, creating repeatable provider pipeline workflows.

ADDITIONAL LEADERSHIP

Catholic Charities Fort Worth — Senior Program Manager (2014–2016) • Designed Masterpiece — Executive Director (2009–2014) • Texas A&M University–Commerce — Social Work Adjunct Professor / Field Education

EDUCATION, CREDENTIALS & TECHNOLOGY

MBA — Lamar University | MSW & BSW — Texas A&M University–Commerce

LMSW, Independent Practice Recognition (IPR) — Texas | Licensed social work leadership | Certified Scrum Master (listed in prior résumé)

Salesforce CRM • Power BI • Workday • EHR systems • Microsoft 365 • KPI reporting • AI workflow/use-case support