

BRIDGET CHILDERS

3031 S OCEAN Blvd, Palm Beach, FL 33480

ryna.childers93@gmail.com

www.linkedin.com/in/bridgetchilders

(386) 999-1915

EDUCATION

2024 to Current

Supervisor & Management- Health Management

Palm Beach State College
Palm Beach, FL

2001

Business Management Certificate

George Stone Vocational
Pensacola, FL

1996 to 2000

A.S. Accounting Technology

Pensacola State College
Pensacola, FL

May 1993

High School Diploma

Zanesville High School
Zanesville, OH

RELATED SKILLS

Skills Summary

Leadership & Cross-Department
Team Management

Hospital Operations & Regulatory
Compliance (Joint Commission,
OSHA, HIPAA)

Quality Assurance, Service Audits
& Data-Driven Process
Improvement

Budget Management, Cost
Control & Vendor Relations

WORK EXPERIENCE

Career Break – Health and Well-being

Aug 2023 – Present / Florida

Took a personal leave to address and recover from a medical issue. I am grateful to now be in recovery following successful surgery. During this time, focused on personal growth, reflection, and continuing education:

- Enrolled in college courses toward earning a degree in Health Management.
- Continued professional development through self-study and staying current on industry trends.
- Getting ready to reenter the workforce with a renewed sense of purpose, resilience, and leadership focus.

TouchPoint Support Services – Port St. Joe, FL

Director of Support Services

May 2022 – May 2024

- Directed daily Environmental Services (EVS) department operations, managing 10+ staff.
- Ensured compliance with Joint Commission, OSHA, and hospital protocols.
- Improved HCAHPS scores through service retraining and quality initiatives.
- Reduced supply costs through inventory optimization and vendor coordination.
- Led department through Joint Commission survey with zero significant findings.
- Reorganized hazardous materials storage, passing OSHA inspection with no deficiencies.

Quality Assurance Operations Manager

Jan 2022 – May 2022

- Managed infection control in surgical rooms, aligning with Joint Commission standards.
- Used data to drive improvements and ensure patient safety compliance.

Employee Training, Scheduling & Performance Supervision

Patient Care, Safety, & Satisfaction Improvement

Communication, Conflict Resolution & Interpersonal Skills

Customer Relationship Management (CRM) & Consultative Selling

Inventory Control, Forklift Operation & Job Site Coordination

POS Systems, Cash Handling & Front-End Operations

Microsoft Office Suite & Operational Reporting

Adaptability, Professionalism & Attention to Detail

Compliance & Ethics in Healthcare and Retail Environments

Patient Safety Attendant (PSA)

Oct 2021 – Dec 2021

- Provided continuous observation for at-risk patients.
- Supported HIPAA compliance and documented incidents.
- Fostered a compassionate care environment to improve satisfaction.

Lowe's Companies, Inc. – United States

Fulfillment Team Lead | Head Cashier | Appliance Specialist | Pro Desk | Lumber Associate | Cashier

Dec 2011 – Nov 2021 | Full-time

- **Fulfillment Team Lead:** Directed online and in-store order fulfillment. Oversaw pick-up, staging, and delivery logistics to meet customer deadlines. Trained staff on inventory management and safety compliance.
- **Head Cashier:** Supervised front-end staff. Handled escalated customer concerns and returns, and registered troubleshooting. Enforced cash handling and customer service protocols.
- **Appliance Specialist:** Delivered personalized product consultations. Exceeded appliance sales and warranty goals. Liaised with vendors and installers for seamless service.
- **Pro Desk Associate:** Supported contractors and business clients with bulk orders, quotes, and job-site deliveries. Maintained relationships with repeat customers and ensured order accuracy.
- **Lumber Associate:** Guided customers in selecting lumber and building materials. Operated forklifts and ensured safe handling and yard organization.
- **Cashier:** Delivered efficient and friendly service while promoting credit and protection plans. Assisted with customer inquiries and store navigation.

Blockbuster – United States

Shift Manager

Aug 2009 – Jul 2011 | Full-time

- Supervised front-line staff to ensure efficient daily store operations and customer satisfaction.
- Managed opening/closing procedures, cash handling, and nightly bank deposits.
- Delivered personalized customer service, resolved issues, and provided tailored movie recommendations.
- Maintained inventory accuracy and visual merchandising; restocked and organized DVDs/games.