

**REGINA H. ALTREUTER, MBA, PMP**  
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## **SUMMARY**

Experienced MBA with a PMP certification and 12+ years of professional experience in financial services, healthcare, and biotechnology. Led initiatives across many functional areas in a variety of company sizes. Enjoy finding ways to work smarter, maximize strengths of a team, and reinforce positive work environments. Keen to leverage my skills in a multicultural setting.

## **KEY SKILLS**

Organized, detail oriented, interpersonal skills, and business development.

## **EXPERIENCE**

**PROJECT MANAGER, EXECUTIVE ASSISTANT & BOARD RELATIONS OFFICER**

**BETH ISRAEL LAHEY HEALTH PRIMARY CARE, NEEDHAM, MA • AUG. 2018 – PRESENT**

Project examples include:

- Redesigned the New Employee Orientation, wrote new employee welcome letters, scheduled candidate interviews, scheduled new manager training sessions, maintained organization chart, provided training to staff for a variety of software applications, re-wrote job description and improved workflow efficiency of Practice Manager role.
- Implemented Policies and Procedures template standardization, naming and numbering conventions, collaborating with department leaders to update, combine, and remove duplicate policies.
- Coordinated the efforts of a large cross-functional team for our newly merged organization to implement an afterhours nurse triage program with our vendor.
- Created a Health Information Management (HIM) process and tracking system that was HIPAA compliant for HIM requests received from patients, attorneys, government agencies, and payors.
- Redesigned the layout and format of the President's Report to the Board using Publisher software to create comprehensive bi-monthly newsletters for Board member communications. Planned and organized five Board meetings per year, took meeting minutes for official Board record, and regularly communicated with Board members.
- Organized and coordinated the BILHPC Integration Retreat for 140+ leadership attendees using a 'world café' style format. Event planning and execution included negotiating contract with venue, design and layout of meeting space, determining audio/visual content and display, deciding materials for distribution, arranging break and lunch menus, managing RSVPs, determining individualized attendee logistics, collecting then disseminating attendee feedback, and facilitating intra-company billing.
- Organized and coordinated a 250+ leadership evening reception with PowerPoint presentation as a Welcoming Event for our newly merged organization.
- Planned Board meetings by developing agendas, developing and compiling Board materials, taking minutes, organizing venues/Zoom, developing and operating PowerPoint.

**EXECUTIVE ASSISTANT TO CHIEF LEGAL COUNSEL, SVP FINANCE & CONTROLLER, AND VP HUMAN RESOURCES**  
**BERG HEALTH, FRAMINGHAM, MA • AUG. 2017 – AUG. 2018**

- Managed competing priorities through use of active listening, prioritization, and effective time management.
- Organized candidate interviews by arranging interview schedules with internal personnel and candidate travel arrangements, maintained organization chart in a yearbook format.

- Assisted drafting legal contracts, organized legal files, maintained legal works-in-progress spreadsheet, and handled confidential information.
- Assisted in budgeting process for all company departments. Processed purchase orders and invoices, completed expense reports.
- Created presentations for Board of Directors and senior management. Created meeting agendas, arranged domestic and international travel plans, managed scheduling of internal and external meetings, resolved schedule conflicts.

#### OPERATIONS MANAGER

QUIET THERAPEUTICS, LEXINGTON, MA • AUG. 2016 – AUG. 2017

Quiet was a biotechnology start-up focused on developing immunotherapy treatment for cancer. Quiet went out of business 8/2017. My responsibilities spanned a broad range of projects from human resources, operations, logistics, accounting, and property management.

- Relocation Project: Successfully executed a relocation plan for the company from a small sub-let lab space to a new 6,000 SF lab and office. Laboratory work commenced on day one of move to new space.
- Decreased costs by analyzing invoices and actively seeking methods for cost containment and streamlining procurement process. Created Excel spreadsheets to regularly communicate status of cash balance, monthly costs, and receipt of ordered items.
- Managed the onboarding process for new employees and managed security access badge system.
- Business Cessation Project: Assisted with wind-down of daily operations, sold equipment, arranged for de-commissioning of lab, and discontinued services to finalize business close out.

#### REAL ESTATE ACQUISITIONS & RESEARCH MANAGER

GF PROPERTIES GROUP, LLC (SOUTHERN UTE TRIBE), DURANGO, CO • DEC. 2000 – AUG. 2008

Responsible for assessing commercial real estate properties for acquisition, asset management, and disposition as well as supervising departmental and property management staff. Previous roles in the real estate group included Asset Manager and Real Estate Manager.

- Purchased over \$250 million of commercial real estate in numerous markets that included office, retail, industrial and multifamily properties. Supervised property managers in various markets including Houston, San Antonio, Albuquerque, and Kansas City. Duties included underwriting analysis, creating and maintaining spreadsheet models, demographic and market analysis, and preparing and presenting recommendations for portfolio decision-making to the Board.
- Assisted in investment division's goal setting process, budgeting, staffing, and policy and procedure development. Reviewed financial statements and key performance metrics for proactive decision making.
- Earned Real Property Administrator designation from Building Owners and Managers Institute, 2007

#### ACCOUNT MANAGER, PORTFOLIO AND CLIENT RISK

GENERAL ELECTRIC, CAPITAL – CARD SERVICES DIVISION, STAMFORD, CT • MAY 1998 – SEP 2000

Responsible for client underwriting to enable retail consumer and commercial transactions in a variety of industries including petroleum, home improvement, retail clothing, home furnishings, and motor sports. Accountable for assessing risks, developing action plans, and executing strategies in Client Underwriting, Commercial Risk Strategy, and Consumer Risk Management. Key projects included:

- Developed new product channels by assisting in structuring prospective transactions worth more than \$300 million, reviewing portfolio compliance and profitability for 14 clients with combined receivables outstanding of \$1 billion, and preparation for terminating or restructuring agreements.
- Standardized underwriting analysis of industry and client viability through financial statement analysis, enterprise risk analysis, statistical forecasting, industry and economic research for all clients.

- Led development and implementation of risk management analysis process for commercial portfolios totaling \$800 million in assets; Process included statistical trigger points that, when passed, would activate response plans to address the situation. Utilized Six Sigma process to develop this system.
- Developed contract tracking system to provide risk department access to client contract documentation.

#### CONSULTING INTERN

GENESIS CONSULTING, INC., SÃO PAULO BRAZIL • JUN. 1997 – AUG. 1997

Genesis provides human resource and language consulting services to multinational corporations with locations in Brazil. Employing approximately 75 people, the firm provides services to a diversified client base.

- Researched, analyzed, and presented Brazilian and U.S. comparative financial and social analyses
- Organized and synthesized economic and trade data for Master of Arts degree thesis
- Attained intermediate communication skills in Portuguese during internship

#### INVESTMENT RESEARCH ASSISTANT

LINSCO PRIVATE LEDGER FINANCIAL SERVICES, BOSTON, MA • DEC. 1994 – MAY 1996

LPL provides operations, compliance, research and advisory services to the largest independent broker network in the U.S. The firm manages over four billion dollars in assets and services over 3,500 brokers.

- Researched and prepared equity and fixed-income securities reports
- Improved customer service by simplifying the research request process and reducing process time
- Passed Series 7 and Series 63 exams

#### EDUCATION, CERTIFICATION, AND SKILLS

PROJECT MANAGEMENT PROFESSIONAL (PMP) • CERTIFICATE EARNED FROM PROJECT MANAGEMENT INSTITUTE, NOV. 2019

MBA and M.A., GEOGRAPHY – INTERNATIONAL TRADE • FEB. 1999 • UNIVERSITY AT BUFFALO

- Internship in São Paulo, Brazil

- Thesis: Trade between Brazil and the United States

- Awarded international office fellowship that paid for all tuition plus stipend

B.A., INTERNATIONAL BUSINESS AND ECONOMICS, FRENCH MINOR • MAY 1994 • STATE UNIVERSITY OF NEW YORK, COLLEGE AT BROCKPORT

- Study abroad semester at Oxford University, England

Advanced proficiency in MS Office (Word, Excel, PowerPoint, Publisher, Visio, Outlook, OneNote, and Teams), Google Suite, and Zoom; familiarity with MS Project and Smartsheet.

#### VOLUNTEER ACTIVITIES AND INTERESTS

NATIONAL SOCIETY DAUGHTERS OF THE AMERICAN REVOLUTION (NSDAR), 2004- present

The NSDAR is a non-profit, non-political volunteer women's service organization dedicated to promoting patriotism, preserving American history, and promoting education. Any woman 18 years or older-regardless of race, religion, or ethnic background who can prove lineal descent from a patriot of the American Revolution, is eligible for membership. There are approximately 175,000 members in the National Society.

- Leadership roles have included: National Chair – American History Committee 2016-2019, State Organizing & Recording Secretary 2014-2016, State Historian 2011-2013.

PROJECT MANAGEMENT INSTITUTE (PMI), 2019- present

WAYLAND AREA YOUTH SOCCER, 2019-present

- Team manager for youth soccer teams