

COURTNEY JANELLE GARNER

PROFESSIONAL BIO

Chief Operating Officer and growth leader at Beto Paredes Family of Companies, supporting hospitals and provider organizations in strengthening revenue integrity, streamlining workflows, and driving measurable financial impact. Former nurse with 14 years across surgical, hospice, and recovery settings—bringing a practical “low-lift” approach to operational change for real care teams. Additional experience in business development and marketing within international trade, supporting cross-border sales and stakeholder coordination.

EXECUTIVE SUMMARY

- COO and operations leader in healthcare revenue integrity; deep expertise in 835/837, client onboarding, partner recovery ops, and offshore support models
- Scaled operations up to 140 FTE across U.S. + offshore; built operating cadence (exec packet, KPIs, SLAs, escalation paths)
- Cut delivery cycle time 38% and increased recoveries 27% through standardized intake, QA, and payer follow-up workflows
- Aligned RevOps + Ops (CRM, ticketing, analytics) improving pipeline-to-live conversion up to 20%
- Improved gross margin +9 pts via staffing mix optimization, automation, and vendor/partner renegotiation
- Built HIPAA-aligned data handling and strengthened SOC2 readiness, vendor risk controls, and governance

CORE COMPETENCIES

- **Operational Leadership:** Operating cadence • SOP architecture • Cross-functional leadership • OKRs/KPIs • Change management
- **Healthcare Revenue & Data Ops:** Underpayment audits • Claims/EOB analysis • 835/837/X12 workflows • Contract variance logic • Appeals/collections workflow
- **Client Delivery:** Onboarding • Implementation • Success/renewals • Executive reporting • SLAs • Escalation paths
- **Process + Systems:** CRM (Salesforce/HubSpot) • Ticketing (Zendesk/Jira) • BI (Power BI/Tableau) • Documentation systems (Confluence/Notion)
- **Finance Ops:** Forecasting • Unit economics • Cashflow visibility • Collections cadence • Vendor contracts
- **People Ops:** Org design • Hiring systems • Scorecards • Coaching • Performance plans • Offshore operations (PH)
- **Compliance & Risk:** HIPAA • SOC2 readiness • Data governance • Access controls • Vendor due diligence



ADDRESS

Atlanta, GA

EMAIL

courtney@betoparedes.com

LINKEDIN

linkedin.com/in/courtneyjanellegarner

EDUCATIONAL QUALIFICATION

2009

BACHELOR OF ARTS (B.A.), HUMAN SERVICES

California State Polytechnic
University, Pomona

2009

BACHELOR OF ARTS (B.A.), BUSINESS ADMINISTRATION

California State University,
Fullerton

BIOMEDICAL STUDIES / BIOLOGY (PRE-MED COURSEWORK)

Cypress College

PROFESSIONAL EXPERIENCE

CHIEF OPERATING OFFICER

Beto Paredes Family of Companies (Healthcare SaaS + Services) | Atlanta, GA | 2023–Present

Reported to CEO; owned end-to-end delivery, support, data operations, and internal systems for an underpayment detection + recovery services platform serving hospitals, labs, and post-acute providers.

KEY RESULTS

- Built a repeatable delivery engine: intake → data validation → audit → findings → recovery
- Increased average monthly recoveries 27% by tightening claim file requirements, audit QA, and payer follow-up workflows
- Reduced onboarding time from 6 weeks to 3.5 weeks through standardized client packets, templates, and automation
- Implemented executive “single source of truth” dashboards: recoveries, backlog, aging, payer mix, and SLA compliance
- Introduced structured partnership operations with recovery vendors (weekly production reviews, RFI workflow, escalation)
- Designed org structure, scorecards, and onboarding/training; implemented performance
- Owned weekly operating review and monthly forecasting for capacity, backlog aging, and revenue recovery pipeline
- Built and led teams across Client Success, Implementation, Data Ops, Audit QA, Recovery Ops, and Support
- Improved renewals up to 85% through proactive reporting, cadence calls, and sponsor-ready executive summaries

VP, OPERATIONS & CLIENT DELIVERY

Decision Doc | Rexburg, ID | 2018–2022

Oversaw multi-client delivery and operational scaling for a healthcare revenue platform and managed services, including data management workflows and provider reporting.

KEY RESULTS

- Standardized SOPs across 6 service lines; decreased rework by 20% and improved on-time deliverables up to 25%
- Built executive reporting packages for providers: weekly metrics and monthly board-ready insights
- Increased provider revenue up to 25% within 6 months by improving documentation workflows, throughput, and reporting visibility
- Created staffing models to implement TM Flow program across provider sites
- Supported implementation of AI-enabled patient intake screening and reporting to improve care-path insights and operational visibility

ADDITIONAL EXPERIENCE

FOUNDER-OPERATOR (PART-TIME)

GreenBody Wellness LLC | California (Remote/Hybrid) | 2018–Sep 2022

- Built and operated a wellness brand end-to-end, including product/offer development, content strategy, and customer experience
- Coordinated events and experiences (planning, vendor outreach, logistics, on-site execution)
- Owned email marketing and lifecycle campaigns to nurture leads, onboard customers, and increase repeat engagement

MARKETING COORDINATOR

Afrivana Inc. | Tustin, CA | Dec 2021–Mar 2022

- Managed projects across marketing initiatives to keep timelines, assets, and deliverables on track
- Supported SEO and content strategy planning to improve visibility and inbound interest
- Coordinated vendors and contractors; owned email marketing execution and campaign coordination

EVENT COORDINATOR / PRODUCER

Function Presents | Santa Ana, CA | Oct 2017–Nov 2020

- Planned and executed live events from concept to day-of operations, including run-of-show, vendor coordination, and guest experience
- Managed logistics, hosting responsibilities, and on-site troubleshooting to ensure smooth execution

CLINICAL FOUNDATION

LICENSED VOCATIONAL NURSE (LVN)

Function Presents | Santa Ana, CA | Oct 2017–Nov 2020

- Coordinated multidisciplinary care teams; ensured adherence to care plans, documentation standards, and medication protocols
- Supported admissions, recovery-room flow, discharge education, and physician communication in surgical settings
- Delivered calm execution in high-stakes environments; prioritized patient safety, quality, and continuity of care

CERTIFICATIONS

- Project Management Credential: [Replace with exact credential name and issuer] (Year)
- HIPAA Privacy & Security (Annual/Continuing)
- Lean / Process Improvement: [If applicable]

TOOLS & TECHNOLOGY

- Salesforce
- HubSpot
- Zendesk
- jira/Confluence
- Asana
- Power BI
- Tableau
- X12/EDI (835/837)
- Excel modeling
- Google Workspace
- Microsoft 365

EXECUTIVE COMMUNICATION

- Executive presentations and sponsor-ready reporting
- Vendor and partner negotiations; cross-functional alignment
- KPI storytelling: translating operational performance into financial outcomes