

# KAREN DITTMAN



732-597-4041



dittmank588@gmail.com



77 Sylvan Lake Blvd, Bayville,  
NJ, 08721

## ADMINISTRATIVE OPERATIONS PROFESSIONAL

Administrative Operations Professional with 10+ years of experience supporting physician leadership and managing complex healthcare administrative systems. Skilled in executive support, workflow organization, billing coordination, credentialing, and operational oversight. Founder of Caffeinated and Efficient, LLC, where I partner with small business owners to streamline administrative processes, manage projects, and support business growth through organization and strategic support. Known for problem solving, efficiency, and building systems that allow businesses to run smoothly.

## EDUCATION

2007 - 2010

### Georgian Court University

Bachelor in Education

2005 - 2007

Chestnut Hill College

Undergraduate work

## SKILLS

- Executive & Administrative Support
- Workflow Optimization
- Healthcare Administration
- Medical Billing & Claims Oversight
- Credentialing Coordination
- Client & Patient Communication
- Calendar & Meeting Management
- Social Media Support
- Bookkeeping Support
- Process Improvement
- Organization & Prioritization

## WORK EXPERIENCE

### Founder/Virtual Assistant

Caffeinated& Efficient, LLC 5/2025- Present

- Provide virtual administrative support to small business owners including inbox management, scheduling, and document organization.
- Assist clients with workflow organization and process improvements to increase productivity.
- Manage social media content creation, scheduling, and engagement for small businesses.
- Support branding, marketing content, and business organization projects.
- Coordinate projects, tasks, and client communication to keep business operations running efficiently.
- Assist local clients with organization projects and donation coordination when needed.

## **Administrator**

### **Allied Digestive Health 1/2021- 1/2026**

- Provided high-level administrative and executive support to physician leadership, serving as a trusted partner in managing priorities, schedules, and daily operations.
- Managed complex calendars, meetings, and scheduling for leadership across multiple locations and stakeholders.
- Acted as primary point of contact for internal and external communications, handling sensitive and confidential matters with discretion.
- Supported business office functions including budgeting assistance, banking coordination, payroll processing, and expense oversight.
- Reviewed appointments to make ensure claims were generated for each and bill any that did not cross from EMR
- Handled all patient billing questions that came into the office.
- Handled executive correspondence, patient escalations, and issue resolution on behalf of leadership.
- Coordinated provider credentialing and maintained organized records with external credentialing partners.
- Assisted with onboarding, training coordination, and documentation for new staff and systems.
- Streamlined administrative workflows and implemented systems to improve efficiency and reduce leadership workload.

## **Executive Assistant/Operations Administrator**

### **Endoscopy Center of Ocean County 6/2019-4/2023**

- Supported executive leadership with administrative coordination for two ambulatory surgery centers.
- Managed accounts payable, banking coordination, and financial documentation tracking for multiple entities.
- Organized onboarding materials, orientation processes, and internal documentation for staff.
- Prepared and maintained executive-level records, inspection materials, and compliance documentation.
- Coordinated licensing, accreditation, and inspection preparation with state and accrediting bodies.
- Maintained meeting schedules, agendas, and detailed minutes for leadership and quality committees.
- Assisted leadership with policy documentation, handbook preparation, and procedural updates
- Ensured accurate organization of logs, reports, and records to support audits and inspections

## **Administrative Assistant**

### **Gastroenterologists of Ocean County, 1/2011 - 9/2018**

### **Endoscopy Center of Ocean County 10/2018-5/2019**

- Provided comprehensive executive support including calendar management, correspondence, and administrative coordination.
- Managed credentialing documentation for providers and surgical facilities, ensuring accurate and timely submissions.
- Prepared company-wide communications, templates, forms, and executive correspondence.
- Handled billing, creating charges, electronic claims submission, and accounts receivable tracking
- Coordinated banking tasks including deposits, electronic scanning, and financial record maintenance.
- Managed phone and email communications, serving as a professional point of contact.
- Ordered office supplies and coordinated vendor relationships.
- Assisted with advertising coordination and design updates for practice marketing materials.
- Supported laboratory operations through administrative tracking and documentation.