

# LORI WALLACE

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## CONTACT



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## MANAGEMENT

### Pharmacy:

- Specialty Infusion Operations
- Drug Utilization Management
- Acute Care Clinical Program Management
- Surgical & Neurological Service Line Management

### Business:

- Lean Six Sigma Yellow Belt
- Business Plan Development
- Specialty Pharmacy Accreditation
- Managed Care Contract Negotiations & Management
- Service Level Agreements

### Employee Empowerment:

- Diplomat Pharmacy Leadership Academy (DPLA)
- Team Leader Certificate
- Servant Leadership Certification
- Emerging Leadership Certification
- Compassionate Leaders Certification
- Teaching & Precepting

## SELECT IMPACT

- Managed full start-up of an imbedded /off-site Specialty Pharmacy (progressive model within Optum)
- Achieved Accreditation Commission for Health Care in Specialty, Pharmacy and Nursing-Infusion
- Collaborated to achieve Primary Stroke Center and Thrombectomy Capable Stroke Center designation/excellence

I am a leader in pharmacy operations spanning twenty years across a breadth of pharmacy service lines — including inpatient, specialty, pharmaceutical and medical affairs. I serve complex organizations from academic teaching hospitals to pharmaceutical and specialty organizations through the design and implementation of new clinical and operational pharmacy services such as operating room pharmacy services, stroke services, pharmaceutical drug launch, and service integration to close gaps in the deliverability of quality patient care at the entry point of primary care. I strive to significantly improve patient outcomes and quality of life by serving as advocate for patient and care giver alike in the optimization of care, resulting in reduced health care costs and improved wellness and value-based care for all.

## EDUCATION & CERTIFICATIONS

<b>Bachelors of Arts, Psychology</b>	1988
UCLA — Los Angeles, CA	
<b>Nurtured Heart Approach, Certified Trainer</b>	2021
NHA Institute – Austin, TX	
<b>Wild Soul Ecology, Certified Trainer</b>	2018
Mary Reynold's Thompson, Founder – San Francisco, CA	

## FUNCTIONAL SUMMARY

Social Entrepreneur - 18 yrs  
Recruitment Agency General Manager - 18 yrs  
Executive Recruiter - 20 yrs  
Financial Services Leadership, Marketing - 7 yrs  
Product Management - 7 yrs

## CAREER PATH [ prior 18 years ]

<b>Irvington Group, Inc.</b>	2005 - Present
Founder, CEO   dba Career Ecology (2018 - Present)	
Founder, Executive Recruiter, igMedical (2005 - Present)	
<b>fpBiomed</b>	2002 - 2005
Account Executive, Recruiter	
<b>Providian Financial</b>	1994 - 2002
Director, Marketing - Home Loans (1999-2002)	
Product Manager, Marketing - Visa Gold, Visa Platinum (1995-1999)	
Marketing Analyst - Visa Gold (1994 - 1995)	

PROFESSIONAL EXPERIENCE

IRVINGTON GROUP – Carlsbad, CA

2005 - Present

Irvington Group, Inc., inclusive of dba Career Ecology and igMedical, was founded in 2005 to transform head hunting into human connection. igMedical operates as a precision recruitment agency specializing in healthcare within California.

Founder, CEO | dba Career Ecology (2018 - present) >>

Creator and Coach providing resume, search and interviewing skills support as well as an experiential course on actualizing one’s greatest potential at work and in life. full initiation into heart as the true seat of intelligence.

Commented [1]: What does this mean?

Commented [2R1]: shed old way, how to awaken an imaginal self (wheat next in their career progression as it to their skills and reams and purpose and place.

Career Coaching Impact

- ✓ Career Ecology Marketplace: Online hub for finding everything one needs to succeed in work and in life.
- ✓ Feng Shui Resume Service & Certification: Liberating every human from the confines of stagnant resumes so they may life their story and be seen for the genius they bring.
- ✓ Biodynamic Search Model: Liberating humans from the depletion and overwhelm of the job search connected to a world full of distractions by introducing a model that combines expertise with chance.
- ✓ Mindful Interviewing: Liberating humans from the confines of ego-based interviewing freeing them to relate authentically, cultivate meaningful connections and match to where they belong.
- ✓ ANY MORE IMPACTS?

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Founder, CEO | dba igMedical (2005 - present) >>

Founder and principal recruiter for igMedical, an independent recruiting agency specializing in the permanent placement of health care professionals in California. Support search and placement of healthcare professionals from entry level to CEO with a cultural perspective of transforming “head hunting” into “human connection”.

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Commented [5]: What positions do you recruit for?

Recruiting Impact

- ✓ Go to recruiting agency for leading non-profit health systems in California, including (but not limited to) UCSF, Sutter Health, and Scripps Health
- ✓ Precision searched and placed over 200 high level professionals
- ✓ Over a 98% retention rate (employed for minimum of 1 yr)

fpBIOMED – Lake Oswego, OR

2002 - 2005

fpBiomed (current name UHC Solutions) is an independent recruiting agency focused in the healthcare, biotech and financial services market.

Account Executive, Recruiter >>

Reporting to the General Manager, served as Account Executive for newly established health care recruitment team. Duties included daily cold calling, interviewing, qualifying of candidates, presentation of skills and closing of employment matches with client base.

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Recruiting Impact

- ✓ Established metric system for the company to set goals and monitor performance
- ✓ Developed ground-breaking interview script strategy that increased interviewing efficiency and grew production by over 40%
- ✓ Named Rookie of the Year first year with the firm
- ✓ Top producer in the first year and every year thereafter

PROFESSIONAL EXPERIENCE

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**PROVIDIAN FINANCIAL** – San Francisco, CA

**1994 - 2002**

*Providian Financial Corporation was one of the leading credit card issuers in the United States when it was sold to Washington Mutual for approximately US\$6.5 billion in October 2005. Providian had more than 10 million card holders at the time of its sale.*

**Director, Marketing - Providian Home Loans (1992 - 2002) >>**

Reporting to the VP of Marketing, was responsible for developing, testing and launching a highly profitable direct telemarketing channel for generating second mortgage home loans. Developed breakthrough lead acquisition program that relied on precise targeting, a consultative sales approach and aggressive campaign management using real-time data. Hired and managed team of six product managers and four telemarketing vendors which involved intensive training, tracking and performance management.

**Home Loan Program Impact**

- ✓ Developed, tested and implemented highly profitable telemarketing channel within an extremely aggressive timeframe of just six weeks
- ✓ Increased lead generation rate by 400%
- ✓ Reduced loan acquisition cost by 50%
- ✓ Managed a highly successful direct telemarketing channel that continuously achieved response rates four times the industry average

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Size and reach of the channel?

**Product Manager - Visa Gold, Visa Platinum (1992 - 2002) >>**

Reporting to the Director of Marketing (Visa Gold & Visa Platinum), was responsible responsible for increasing credit card balance share in a highly competitive credit card industry by launching a revolutionary credit card offer, "Guaranteed Savings."

**Visa Card Marketing Impact**

- ✓ Managed one of the the industry's first debt consolidation offers via direct mail and telemarketing targeted at reducing customers' long-term monthly payments
- ✓ Implemented streamlined conversion process that more than doubled the rate of lead conversion while reducing operating costs by 80%
- ✓ Produced creative design of one of industry's first Platinum Cards

**Marketing Analyst - Visa Gold (1994 - 1995) >>**

Reporting to the Director of Marketing (Visa Gold), was responsible for compiling and reporting on competitive credit card research data.

**Data Analysis Impact**

- ✓ Created robust electronic database and front-end application for competitive data designed to serve marketing and operations managers
- ✓ Developed and implemented sales person training program that successfully improved customer service and sales rates

PROFESSIONAL EXPERIENCE

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**LEASEPARTNERS** – Burlingame, CA **1992 - 1994**  
*LeasePartners is no longer in operation. It was a mid size equipment leasing company financing small to large equipment including construction tools, vehicles, computer equipment, and more.*

**Account Executive >>**  
Reporting to the Director of Marketing, was responsible managing and developing new business for the NorthEast territory (US). Rookie of the year and top sales person year after year.

**JON DOUGLAS COMPANY** – Los Angeles, CA **1988 - 1992**  
*Jon Douglas Company was a leading luxury home real estate brokerage serving the Los Angeles area.*

**Relocation Coordinator >>**  
Reporting to the Director of Relocation, was responsible promoting the relocation referral program throughout the company, ensuring base quotes were met. Exceeded quota year over year.

COMMUNITY SERVICE

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XXX (Founding Member)	xx	
Just In Time   San Diego, CA Mentor to Foster Youth	xx	
La Costa Canyon High School Career Compass Program Lead	xx	
TreeSisters, Fundraiser & Volunteer		xx
Mindful Schools   Richmond, CA School Mindfulness Volunteer	xx	
Berkeley Animal Shelter   Berkeley, CA Animal Volunteer	xx	
Marin Waldorf Auction Lead, Class Parent, Head of the Parent Association	xx	

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What is this?

REFERENCES PROVIDED UPON REQUEST