

VENKAT KALKUNTE

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CHIEF OPERATING OFFICER

Peak Customer Satisfaction & Revenue Through Dedication to Employees, Quality, & Service

DRIVING SWEEPING IMPACT TO PROFITS, COMPANY REPUTATION, & CUSTOMER RETENTION

Agile, quality-focused operational driver, problem-solver, and primary customer service leader credited with building world-class customer service and quality operation centered on responsive support. Strategically focused executive who elicits top performance through staff mentoring, recognition, and well-rounded training. *Able to relocate.*

Cost Savings - Team Building - Post-M&A Integration - Multimillion-Dollar Budgets - Operations Metrics
Inventory Oversight - Partner Alliances - Policy & Procedure Development - Project Management

Operational Benchmarks & Competencies Include:

- **Relentless Drive for Excellence.** Built and refined ground-up operation reaching \$23M in 7 years and #2 industry position in the U.S.; designed flagship device and handled all manufacturer relations.
 - **Attention to Cost Control.** Shaved \$200K off annual inventory costs and cut audit discrepancies 47% through improved claims process terms, better shipping practices, and device inventory management system.
 - **Champion for Staff Empowerment.** Incentivized sales and operations to reach peak profitability by curbing expenses; recruited 100% of staff, with training in high-efficiency purchasing, billing, and reporting.
 - **Dedication to Employee Relations.** Curbed turnover—achieving 11% improvement in staff retention (among highest industry-wide)—by fostering motivation and transparency in company communications.
- Customer Satisfaction.** Gained 98% ratings with quality training and service.
- Service Improvement.** Created efficient, 1-stop Customer Care team to handle 100% of client/member requests.
- Field Sales Relations.** Fostered sales-operations teamwork via focused training to ensure continuity of patient care.
- Standards.** Distinguished PDSHeart with 1st JCAHO accreditation in the industry.
- Business Expansion.** Supported rapid, 20-30% growth to 8 clinical teams.

PROFESSIONAL HISTORY

HealthNet / CoreHeart, San Diego, California | 1999–2011

Spearheaded cost-effective, streamlined operations with strategic measures improving customer responsiveness, margins, and productivity; drove end-to-end product development and marketing functions, strengthened field sales/customer relations, and served as go-to leader for operational efficiency.

CHIEF OPERATING OFFICER, CLINICAL OPERATIONS, HEALTHNET (2008–2011)

VICE PRESIDENT, OPERATIONS, COREHEART (1999–2008)

Revenue Growth | Customer Satisfaction | Process Improvement | Distribution

CHIEF OPERATING OFFICER, CLINICAL OPERATIONS, HEALTHNET, 2008–2011

Retained as COO post-merger to strengthen Customer Service and enhance operational infrastructure—building on service/support expertise as lead executive for sales, customer tracking, inventory, quality controls, and standards. Took over Customer Care and Service at Sales team request, bringing in successful practices from previous Operations model—including centralized patient/client support system that improved customer relations. Held authority for 6 direct/120 indirect reports, plus \$5.2M operations budget.

VENKAT KALKUNTE, COO, *Continued...*

Operations Integration

- **Spearheaded \$2.7M office consolidation project across 2 states in just 7 months;** transitioned shipping and distribution with zero service interruptions and streamlined, transparent cutover processes.
 - Created departmental teams and hired new staff as needed; negotiated office facility terms and buildout, trained HQ employees, and administered budgets for FL/GA office closings.

Quality Control

- **Quickly resolved system errors, improving accuracy 8%+** by tightening quality controls around newly integrated patient system enrollment workflows.
 - Eliminated duplicate enrollment errors with procedural/systems education for employees.
- **Saved \$100K in annual inventory spend** by directing widespread, 40,000+-device return effort (18% total inventory); worked with EVP Sales to coordinate reclamation efforts among reps.
- Elevated company reputation among competitors by securing JCAHO accreditation, directing standardization affecting all clinical operations.

VICE PRESIDENT, OPERATIONS, COREHEART, 1999 - 2008

Recruited as founding executive chartered with creating and optimizing operations to create industry leader in cardiac telemedicine (6,800+ clients, 150,000+ patients annually). Oversaw Pacemaker, Holter, and Cardiac Event Monitoring departments, plus Customer Service, Patient Services, Distribution, Inventory Control, and QA. Managed \$10M product development, inventory, and management systems budget, plus \$7M operations spend.

Company Growth

- **Grew all operations from startup to peak \$23M revenue**, building and heading Customer Service and Distribution; project managed contractors/device manufacturers to create purchasing/billing arrangements.
 - Worked closely with Medical Directors to establish policies and procedures.
- Drove post-M&A integration strategies, serving on due diligence executive team (for 5 multimillion-dollar acquisitions doubling company size) and spearheading operational transition; rapidly closed down offices, and client transitions.
 - Integrated IT systems and led data migrations to import accounts.
 - Demonstrated PDSHeart benefits to newly acquired clients—with resulting long-term account loyalty.
- **Readied and launched** Research & Clinical Trial Division generating \$600K and serving 1,000 patients—expanding company footprint to serve medical device and pharmaceutical companies.

Product & Standards Quality

- **Secured JCAHO accreditation** (*an achievement followed by competitors*), directing validation process with stringent controls that established firm as first of its kind and elevated reputation with Joint Commission.
- Gained preeminent company reputation with design and implementation of high-quality, flagship Dual Alert cardiac monitor device critical to growth. Collaborated with manufacturer on product build and styling.

Customer & Employee Engagement

- **Increased staff retention 11%**—meeting challenge of high industry turnover among technicians by driving quality training and customer service programs; conveyed appreciation with rewards for top performance.
 - Attained 98% customer/patient satisfaction rate (plus 40% rise in retention) with high service standards.
 - Boosted consultative sales abilities, instituted clinical cross-training for sales reps to widen product expertise.
- **Cultivated talent pool** by forming clinical training program with area community college, assisting to create EKG program instrumental in turning out well-qualified technicians later recognized as top employees.

VENKAT KALKUNTE, COO, *Continued...*

AXS Diagnostic Services, San Francisco, California | 1996 – 1999

Administered largest cardiac telemedicine firm in the U.S., with operations throughout 49 states and oversight of 40 total staff/5 direct reports. Managed sales team relations and assisted to launch programs of rapid impact to company-wide revenue growth and quality.

CLINICAL OPERATIONS MANAGER

Policy & Procedure Creation | Training Initiatives | Process Efficiency | Medical Device Studies

Revenue Results

- **Increased revenue \$2M**, creating and managing pharmaceutical/medical device study division with Johnson & Johnson that boosted company profile; monitored patient drug therapy effects.

Employee Performance

- **Influenced sales performance** with development of clinical training manuals that assisted in consultative presentations to customers.
- Furthered employee career options with creation of in-house cardiac technician training program.

Children's Healthcare of Atlanta, Atlanta, Georgia | 1995 – 1999

Handled severe trauma and medical issues among pediatric and neonatal patients statewide, managing 25 paramedic staff members in Pediatric Intensive care unit. Took key role in ground and flight transportation, in addition to critical care management.

CRITICAL CARE TRANSPORT (NATIONAL REGISTRY PARAMEDIC)

Program Development | Patient Safety | Clinical Care Standards

- Represented paramedics as charter Rainbow Response transport team member, with significant influence on committee development for full critical-care transport program.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT

Wilmington College, Wilmington, Ohio

OUTREACH AFFILIATIONS

ORPHAN OUTREACH INTERNATIONAL

President & Founder, 1998 - Present

Established orphan care programs in Canada, India, and the U.S.; formed alliances to offer skills training/education, medical care, & staff; manage adoption grant, community sponsorship, & Communities of Hope programs supporting 85+ children.