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## DAVID BOEKE PROFESSIONAL EXPERIENCE

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### **The Van Winkle Law Firm**

*October 2016 – June 2024*

#### *Chief Operating Officer*

- Provided COO Services on contract basis from June to July 2024.
- Led Firm Operations including Governance, Accounting, HR, IT, Marketing, and Facilities, resulting in improved efficiency, an expense reduction of 6.7%, and maintenance of high internal / attorney satisfaction scores.
- Analyzed and revised the billing and collections processes, improving profitability and cash flow, resulting in elimination of outside short-term financing.
- During the pandemic, established policy / procedure for hybrid and remote workers continuing to effectively supervise remote workers into the present.
- Forecasted, managed, and developed annual budgets of over \$14 million.
- Provided guidance, support, and recordkeeping for the newly organized Board of Directors.
- Established and facilitated the Marketing, DEI, Best Practices, Risk Management, Health Benefits, 401(K), and Employee Action, committees.
- Championed firm diversity, equity, and inclusion efforts, including training for all employees, advanced training for leadership, and bias mitigation for business processes.
- Served as key risk management leader to include investigating and responding to client grievances and responding to institutional client audits / information requests.
- Improved expectations for employee performance through consistent application of policy and practices, fostering a professional environment.

### **Smoky Mountain; Local Management Entity / Managed Care Organization**

*October 2013 - September 2016*

#### *Risk Management Director*

- Consolidated individual department risk reduction activities into an enterprise risk plan, raising institutional knowledge and awareness, while improving our risk profile.
- Created vendor contract performance and compliance standards through effective risk management strategies establishing uniform metrics to evaluate vendors.
- Developed client grievance investigation and response protocols, bringing organizational response times into compliance with state requirements.
- Chair of committee responsible for response to HIPAA / PII incidents, creating incident tracking and risk analysis systems, enabling prioritization of resources, and improved close rate.

### **Wellspring Academies**

*July 2009 - May 2013*

#### *Executive Director- Wellspring Academy of the Carolinas*

- Requested by parent company to stabilize struggling California program; identified problem areas, implemented critical fixes, and executed corrective action plans; resulting in zero client loss.
- Reduced operating expenses by 10%; while increasing EBITDA by 17%.
- Facilitated high profile media opportunities including NPR, Nightline, and docu-series "Too Fat for Fifteen."

**Eckerd Youth Alternatives, Inc.**

*August 1997 - June 2009*

*Director - November 2007 - June 2009*

- Responsible for all aspects of Camp E-Toh-Kalu, a year-round therapeutic wilderness program for at-risk youth.
- Implemented a new staff development plan, resulting in above average retention rates for a position with historically high turnover.
- Forecasted reduction of revenue source and established a one-of-a-kind program for an unserved population of children, resulting in diversifying revenue streams while helping kids.
- Identified and corrected errors in organizational methods of service planning, resulting in improved program outcomes.

**United States Army Reserve**

*December 1992 - December 2006*

*Company Commander - July 2000 - December 2006*

- Led a Combat Engineer Company of 127 soldiers deployed to Afghanistan for 12 months, in support of Operation Enduring Freedom VI.
- Planned and executed the formation, training, and leadership of soldiers, executing four distinct and concurrent combat operations with greater outcomes than any previous unit.
- Identified by the Brigade Commander as one of the best Company Commanders in the US Army Reserve and in the top 10% of all officers in the 18th Engineer Brigade during this period.

**Contact me to discuss your needs at 828-890-1233 or [david@coo-services.com](mailto:david@coo-services.com).**