Joseph "Joe" T. Higgins
[redacted]

PROFESSIONAL EXPERIENCE

QUALITY OF LIFE MEDICAL GROUP, Tucson, AZ.

Mid size general medical and specialty care organization with general practitioners, internists, anesthesiologist, and mid levels.

Chief Operating Officer, 2008 – 2014

Managed the growth and development for the diverse practice business unit which consisted of 11 physician and mid-levels practices within two southern Arizona locations.

- Restructured all financial systems, billing systems, quality metrics, staff evaluation and bonus programs and launched the practice into EMR.
- Heavy focus on marketing and brand development. Implemented total brand overhaul and cross marketing between affiliated companies. Developed strategic marketing plan to the end consumer that increased new patient recruitment by 12-18% per year.

QUALITY OF LIFE – MEDICAL RESEARCH, Tucson, AZ

Clinical medical research company focusing on 1st through 4th stage pharmaceutical and device medical research.

Chief Operating Officer, 2008-2014

QLMC's research division is the largest in Southern Arizona with a 10 year experience and over 172 pharmaceutical research studies completed.

- Implemented an integrated quality management programs that successfully engage executive and physicians leaders and staff in quality initiatives resulting in significant and sustained improvements in quality data collection and management outcomes.
- Created Standard Operation Procedure protocols and new employee training and promotional programs to standardize and improve clinical data outcomes.

TIBURON DIAGNOSTIC LABORATORY – Tucson, AZ.

Chief Executive Officer – 2009-2012

Tiburon Labs was a 10 year old diagnostic lab focused on servicing the skilled care and home care communities. Managed the turnaround of this full service, high complexity, lab which offered 24 hour service in Chemistry, Hematology and Microbiology.

- Managed 35 employees including technical laboratory professionals and 15 mobile phlebotomists.
- Implemented new Human Resources procedures, changed operational departments and team leadership strategy and integrated with Quality Assurance consultants to bring lab back into compliance from prior management.
- Increase test volume an average of 35% while navigating the turnaround of the business unit.

JOE HIGGINS

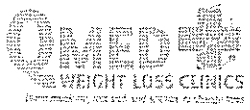
EDUCATION

BA, Political Science - University of Arizona 1993, Tucson, AZ.

START UP & ENTREPRENURIAL EXPERIENCE

1998 to 2008	**Gotta Go Wireless™**	IGottaGowireless.com	- Tucson, AZ
	Sports Buzz Haircuts™	SportsBuzzHaircuts.com	- Tucson, AZ
	Talking Trash Waste Removal™	88TRASH.com	- Tucson, AZ

- **Gotta Go Wireless CEO** - founded in 1998 which grew from direct sales wireless phone distributorship to a 12 store chain in two states with 80+ employees and sales of $2.1 million.
- **Sports Buzz Haircuts CEO** - was founded in 2003 and has grown to 9 locations employing 55+, in Tucson AZ. Franchise offering circulars, operation manuals and licensing agreements are in place to franchise the concept around the southwest.
- **Silverbell Pavilion** – Developer of mid size retail center located on Tucson's west side. Procured the land, secured financing, managed all construction and leasing.
- **Talking Trash Waste Removal CEO** - was founded in 2004 and is a mid size trash company with commercial and residential divisions. Sold in 2013 Talking Trash serviced much of Southern Arizona.

COMMUNITY INVOLVEMENT

Arizona Small Business Association – Board President of 40 year old, 11,000 member trade associations based in Phoenix with offices in Tucson and Flagstaff. Launched and chaired ASBA's public policy efforts to affect small business issues at a state level. ASBA is Arizona's largest trade association.
Arizona Medical Education Task Force – Appointed by Governor Brewer to oversee formation and merger of a public private hospital group. UMC, Kino and UofA College of Medicine.
Catholic Community Services – VP Board Member for 6 years of a $35m social service agency.
Catholic Community Service Foundation – Founding Board President.
Salpointe Catholic High School – Board Member – Executive Committee.
Pima County Board of Supervisors – Candidate for public office 2008 – lost in primary.
Tucson Chamber Of Commerce –2004 Small Business Leader of the Year
Arizona Daily Star –2005 40 Under 40 inaugural honoree.
Business Leader of the Year – Arizona 2008 – Marketing – ASBA