

Akeisha Penn, M.A.

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Healthcare Administrative & Operations Executive

Enterprise Operations | Multi-Site Healthcare Leadership | Compliance | Workforce Strategy

Executive Profile

Strategic healthcare operations and administrative leader with over 14 years of experience guiding multi-site healthcare and regulated service organizations. Expertise in enterprise administrative operations, workforce infrastructure, compliance governance, operational strategy, and cross-functional leadership. Known for partnering with executive leadership to build scalable operational frameworks, improve organizational performance, and ensure regulatory compliance across complex healthcare environments.

Core Leadership Areas

- Healthcare Administrative Operations
- Multi-Site Organizational Leadership
- Enterprise Workforce Strategy
- Operational Governance & Compliance
- Healthcare Regulatory Oversight
- Strategic Planning & KPI Development
- Budget Oversight & Operational Efficiency
- Organizational Infrastructure Development
- Executive Leadership Partnership
- Talent Strategy & Workforce Optimization

Professional Experience

Director of Human Resources & Operations (Remote) — ABA Healthcare Organization | 2025–Present

- Lead enterprise administrative and workforce operations supporting a multi-site healthcare services organization
- Oversee workforce planning, payroll, benefits administration, and HRIS systems
- Partner with executive leadership to align workforce strategy with operational growth
- Develop operational KPIs and reporting frameworks improving organizational efficiency
- Ensure compliance with federal, state, and healthcare regulatory requirements

Director of Human Resources — Therapy & Learning Centers of Georgia | 2023–2025

- Directed administrative and workforce operations for a multi-site ABA healthcare organization
- Led workforce strategy, talent acquisition, onboarding, and retention initiatives

- Oversaw payroll, benefits programs, and HRIS infrastructure
- Implemented operational improvements strengthening compliance and workforce stability

Clinical Operations Director — Hopebridge Autism Therapy Centers | 2020–2023

- Led operations across multiple healthcare therapy centers
- Managed staffing models, onboarding, and workforce development
- Oversaw payroll administration and supported operational budgeting
- Partnered with clinical leadership to ensure service quality and regulatory compliance

Regional Program Manager / Area Manager — GEO Reentry Services | 2015–2020

- Oversaw operational management of multiple facilities including staffing and compliance reporting
- Ensured adherence to federal and state contractual obligations
- Managed workforce performance, operational reporting, and government partnerships

Education

- Master of Arts — Organizational Management, University of Arizona
- Bachelor of Arts — Business Administration, University of Arizona
- Associate of Arts — Office Administration, Southeastern Louisiana University

Systems & Platforms

- Gusto, BambooHR, ADP, UKG, Kronos, Paylocity, JustWorks
- CentralReach, Rethink, TalentLMS, 360Learning, OPUS