

# Nicole Giacopelli, DC

Healthcare Operations Leader | Multi-Site  
Performance & Growth

**Combining 9+ years of clinical experience & 14+ years of business and healthcare management | Healthcare executive overseeing high-volume, multi-site clinic operations with a consistent record of driving revenue growth and team performance across complex clinical environments. Experienced in hands-on operational leadership including staffing and scheduling models, workflow optimization, KPI oversight, budget accountability, and compliance management. Recognized for stabilizing underperforming locations and sustaining top-tier performance through operational rigor and strong organizational leadership.**

## CORE COMPETENCIES

### Operations & Performance

- Healthcare Operations Leadership
- Multi-Site / High-Volume Clinic Operations
- KPI Reporting & Performance Optimization
- Budget Oversight & Revenue Growth
- Workflow Design & Process Improvement

### People, Compliance & Collaboration

- Staffing, Scheduling & Resource Allocation
- Team Leadership, Training & Accountability
- HIPAA / OSHA Compliance Oversight
- Patient Experience & Service Recovery
- Cross-Functional Collaboration (Clinical & Corporate)

## PROFESSIONAL HIGHLIGHTS

### Clinic Director | S. Barrington, IL 5/2022 – present

- Led clinic to top 10% company-wide performance, doubling revenue and retention.
- Directed day-to-day operations including staffing, scheduling, workflows, and KPIs.
- Sustained consistent monthly growth through team accountability and performance standards.

### Clinic Director | Rockford, IL 10/2020 – 5/2022

- Tripled clinic performance during COVID-19 through disciplined operational oversight.
- Owned all daily operations including staffing, scheduling, compliance, and workflows.
- Maintained operational stability and service continuity in a high-pressure environment.

### Associate Director | Vernon Hills, IL 2/2019–2/2020

- Supported operations of a \$2.5M+ high-volume clinic with top-tier visit volume.
- Improved efficiency through scheduling alignment and provider utilization optimization.
- Partnered with senior leadership on operational performance improvement initiatives.

### Traveling Director | Chicago, IL 8/2017–2/2019

- Provided operational leadership across 40+ clinics in high-volume environments.
- Identified performance gaps and implemented corrective action plans for consistency.

### Associate Doctor | Crystal Lake, IL 4/2016 – 6/2017

- Supported clinic operations through staff training, reporting, and workflow coordination.

## EDUCATION & CREDENTIALS

**Active Licensure:** Illinois & Florida

**Higher Education Teaching Certificate**

*Harvard University, Cambridge, MA*

**CBP Basic Certification**

*CBP Doctor Institute, Eagle, ID*

**Doctor of Chiropractic, cum laude**

*Life University, Marietta, GA*

**B.S. in Mathematics**

*City University of New York, Staten Island, NY*