

WALTER D. BINGER

Greater Boston, MA · (917) 974-9648 · wbinger@gmail.com · walterbinger.com · linkedin.com/in/walter-binger

OPERATIONS · IMPLEMENTATION · CLIENT DELIVERY — CURRICULUM VITAE

Healthcare & Senior Care · Turnaround & Recovery · Hospitality & International · Bilingual English / Spanish

CAREER NARRATIVE

I am drawn to environments in transition — opening, rebuilding, recovering, or under strain. Across post-acute care, hospitality, sales, construction, international operations, and nonprofit board service, the operating pattern has held: walk into a messy reality, earn trust quickly, translate pressure into routines people can sustain, and coach teams until the system holds without me. That translation instinct — shaped early by live performance, kitchens, fine dining, and multilingual teams, where trust and follow-through matter immediately — is the practical center of everything here.

SELECTED IMPACT

- Led operations and system adoption across eight skilled-nursing, rehabilitation, and memory-care facilities (~850 residents, 100+ staff, a \$5M+ operating budget), growing the district from five sites to eight in the first year.
- Rolled out MealTracker, integrated with PointClickCare, across all eight facilities — day-one go-lives, most teams competent within the first week, with effective remote oversight across the district.
- Sustained better than 90% deficiency-free outcomes across roughly 32 state surveys over three years, and reversed a ~\$45K/month operating deficit across an 11-facility region in under six weeks.
- Reopened two kitchens closed by state and federal inspectors by retraining entire facilities and supporting the survey outcomes that lift admissions holds; navigated union accounts through ownership transitions and organization-mandated workforce reductions.
- Built durable frontline leadership: promoted five cooks to Food Service Director, hired and trained four managers from outside healthcare who each passed deficiency-free first-year surveys, and advanced one director into a District Manager role.
- Built, operated, and advised hospitality work across New York, Buenos Aires, France, and Benin — including ownership of a Lower East Side restaurant, a Buenos Aires restaurant-bar run entirely in Spanish, and opening support for a Brooklyn restaurant later listed in the Michelin Guide.

SENIOR CARE & MULTI-SITE OPERATIONS

Healthcare Services Group, Inc.

May 2023 – Jun 2026

District Manager | Massachusetts (Hybrid)

Oversaw eight skilled-nursing and rehabilitation facilities, each with a secure memory-care unit, operating under varying census, staffing, union, regulatory, and leadership conditions. The role sat between administrators, corporate leadership, residents, families, vendors, and frontline teams — protecting service quality and survey readiness while translating client expectations into routines managers could sustain.

- Grew the district from five facilities to eight in the first year by stabilizing newly awarded, at-risk accounts and rebuilding client confidence; managed roughly \$2.5M in annual food, paper, and chemical spend (\$8.50 PPD across ~850 residents) plus frontline labor.
- Rolled out MealTracker (integrated with PointClickCare) across all eight sites: trained each director directly, launched on day one, and brought most teams to competency within the first week, treating errors as signals for where to improve fidelity.
- Sustained better than 90% deficiency-free outcomes across ~32 state surveys over three years by converting recurring problems into audit tools and repeatable routines.

- Reopened two kitchens closed by state and federal inspectors — an eleven-day temporary kitchen at Royal Meadowview and an outdoor service operation during a full rebuild at Bourne Manor — by retraining entire facilities and rebuilding operating controls.
- Navigated union accounts through ownership transitions: stemmed hour reductions, de-escalated grievances after organization-mandated workforce reductions, and re-engaged a demoralized department back to full function.
- Repeatedly entrusted with the hardest accounts, including an emergency takeover of a portfolio left understaffed by a departing manager; developed the bench that still runs those buildings today.

LiveWell Healthcare Solutions

Jan 2023 – May 2023

Regional Food Service Director | Massachusetts & Rhode Island (Hybrid)

- Took an eleven-facility region that was losing money and returned it to stability in under six weeks, recovering roughly \$45K per month by correcting purchasing leakage, overproduction, waste, and accountability gaps.
- Standardized cost tracking, production visibility, and compliance follow-up across all sites, holding client confidence through instability with visible field presence and honest communication.

Eliot Center for Health & Rehabilitation

Sep 2022 – Jan 2023

Certified Dietary Manager | Natick, MA

- Promoted into a larger, higher-volume facility during an ownership transition; held service, budget, and documentation standards through the change while supporting an Administrator-in-Training track.

East Side Center for Health & Rehabilitation

Nov 2021 – Sep 2022

Certified Dietary Manager / Interim Social Services Director | Bangor, ME

- Expanded well beyond the dietary role during the height of the pandemic — care-plan meetings, non-clinical plans of correction, and IT support — earning a promotion on the strength of that range.

Island Nursing Home & Care Center

Feb 2020 – Oct 2021

Food Service Director (CDM/CFPP) | Deer Isle, ME

- Entered long-term care as COVID began and rebuilt a struggling department into one of the facility's most appreciated, establishing a Resident Food Council that gave residents a stronger voice in daily service.
- Provided prolonged on-the-ground crisis support — eighteen-hour shifts, infection-control barrier work, and resident support far beyond the dietary scope — and helped safely relocate ~70 residents when the facility closed.

SALES LEADERSHIP

Fisher Agencies / American Income Life

2018 – 2019

General Agent / Acting Master General Agent | Bangor, ME

- Promoted twice within six months into office leadership and recognized as a top-producing manager in 2018; recruited, hired, and trained new agents at high volume and ran full office operations during the branch's final months before it consolidated to remote-only roles.

ENTREPRENEURIAL, HOSPITALITY & LAUNCH EXPERIENCE

Empanadas Son!

Feb 2015 – Jul 2016

Owner, Proprietor & General Manager | Lower East Side, New York, NY

- Built a Lower East Side restaurant from concept to daily operation — buildout, menu, brand, vendors, production, hiring, payroll, delivery, inventory, and POS workflows; featured in TimeOut New York.

Prospect Restaurant**May 2012 – Jul 2014***Opening Consultant · Line Chef · Expediter · Manager · Maintenance | Brooklyn, NY*

- Joined before opening and stayed through the transition from construction project to working restaurant, operating in whatever role the day required — buildout, kitchen, bar, floor, expediting, and management. Later listed in the Michelin Guide.

Circus RestoBar**May 2009 – Feb 2012***General Manager / Operator / Executive Chef / Bartender | San Telmo, Buenos Aires, Argentina*

- Rebuilt a Buenos Aires hotel restaurant-bar entirely in Spanish, moving from reception support into full food-and-beverage ownership across menu, brand, vendors, events, POS/service workflows, and profitability.

ADDITIONAL PROFESSIONAL BACKGROUND

Poetic Kinetics, Los Angeles — Production Assistant (2016): supported creation and installation of Nimbus at the Walt Disney Concert Hall, with exposure to rigging, fabrication, sewing, logistics, and large-scale public-art installation. Maxwell and Son Contracting, New York — Foreman / Head Carpenter (2007–2008): led a team of 12+ and managed restaurant buildouts from demolition to opening. Van Hoek Woodworking and Heights Woodworking, Brooklyn — Cabinet Maker / Project Supervisor (2006–2008). Additional service and culinary roles: Barano (Williamsburg), Aragosta (Stonington, ME), The Farmhouse Inn (Blue Hill, ME), Bar Stuzzichini (NY), Le Rencard (Argentière, France), The Coop (Claremont, CA), and a culinary externship at Chanterelle (New York). Earlier, performed as Colin in the first national tour of The Secret Garden at age eleven, developing early discipline in live performance, travel, communication, and adaptability.

INTERNATIONAL OPERATIONS, CONSULTING & BOARD SERVICE

International work spans running Circus RestoBar in Buenos Aires entirely in Spanish, chef/bartender work in Argentière, France, and advising hospitality and social-impact work in Natitingou, Benin. The thread is cross-cultural operations: building trust, adapting to local norms, and making service systems work in the language and reality of the place.

Bio-Benin**Current***Board of Directors | Benin / Remote*

- Contribute operational perspective, cross-cultural communication, and organizational development to a mission-driven initiative in Benin.

Chez Guillaume & Bio-Benin**Winter 2017***Restaurant & Hospitality Consultant | Natitingou, Benin*

- Advised on restaurant and hospitality operations — created a bar program, supported renovation planning, and improved workflow, guest experience, and service structure for a café/restaurant that continues to be a popular local and tourist success.

EDUCATION, CERTIFICATIONS, LANGUAGES & TOOLS

Pitzer College, Claremont, CA — BA, International Intercultural Studies & Studio Art. Packer Collegiate Institute, Brooklyn, NY. University of Florida — CDM/CFPP coursework. Certified Dietary Manager (CDM/CFPP); ServSafe Manager; former Maine Life & Health Insurance Producer.

Languages: English; fluent Spanish; conversational French. Systems: PointClickCare, MealTracker, PFG tray-ticket, Micros / Aloha / Square / Toast / Breadcrumb, Microsoft Office, Google Workspace, Canva, AI-assisted workflow documentation.