

WALTER D. BINGER

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CUSTOMER SUCCESS & CLIENT DELIVERY | HEALTHCARE & SENIOR CARE

Account Stabilization & Retention · Adoption & Enablement · Service Recovery · Bilingual English / Spanish

More than fifteen years spent entering operations under strain — new accounts, budget shortfalls, regulatory interruptions — and leaving them steadier than they were found. Six of those years in skilled nursing, rehabilitation, and memory care, where keeping a client depends on whether their frontline teams trust the person asking them to change. That trust is the work: earn it quickly, turn troubled accounts into steady ones, and develop the people who keep them running once the pressure is off. Bilingual, remote-ready, and most effective in complex, high-stakes environments.

CORE STRENGTHS

Client success & service delivery · Account stabilization & retention · Relationship management · Adoption & enablement · Onboarding · Service recovery · Executive alignment & change leadership · Regulatory readiness (SNF / LTC)

EXPERIENCE

Healthcare Services Group, Inc.

May 2023 – Jun 2026

District Manager | Massachusetts (Hybrid)

Directed operations and system adoption across eight skilled-nursing and rehabilitation facilities, each with a secure memory-care unit: roughly 850 residents, more than 100 staff, and an operating budget exceeding \$5M.

- Grew the district from five facilities to eight in the first year by stabilizing newly awarded, at-risk accounts and rebuilding client confidence.
- Repeatedly entrusted with the most challenging accounts, including an emergency takeover of a portfolio left understaffed and struggling by a departing manager, restabilizing staffing, operations, and client relationships.
- Rolled out MealTracker, integrated with PointClickCare, across all eight facilities: trained each director directly, launched on day one, and brought most teams to competency within the first week. Treated system errors as signals for where to improve fidelity, which supported effective remote oversight.
- Reopened two kitchens closed by state and federal inspectors by retraining entire facility teams, rebuilding operating controls, and supporting the successful survey outcomes needed to lift admissions holds.
- Sustained better than 90% deficiency-free outcomes across roughly 32 state surveys over three years by converting recurring problems into practical audit tools and repeatable operating routines.
- Developed the talent behind the results: promoted five cooks to Food Service Director, hired and trained four managers from outside healthcare who each achieved deficiency-free first-year surveys, and advanced one director into a District Manager role.

LiveWell Healthcare Solutions

Jan 2023 – May 2023

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

- Took over an 11-facility region that was losing money and returned it to stability quickly, recovering roughly \$45K per month within six weeks by correcting purchasing, overproduction, and accountability gaps.

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 and maintained 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, supporting care-plan meetings, plans of correction, and IT, and earned 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 respected, establishing a Resident Food Council to give residents a stronger voice in daily service.
- Helped safely relocate roughly 70 residents when the facility closed, working well beyond the dietary scope throughout the crisis.

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, then ran full office operations during the branch's final six months before it consolidated to remote-only roles.

Hospitality & Entrepreneurship**2009 – 2016***Founder, Opening Consultant & General Manager | New York & Buenos Aires*

- Owned and operated Empanadas Son! on the Lower East Side (featured in TimeOut New York), consulted on the opening of Prospect in Brooklyn (later listed in the Michelin Guide), and managed Circus RestoBar in Buenos Aires entirely in Spanish. Configured POS systems across Micros, Aloha, Square, Toast, and Breadcrumb.

EDUCATION, CERTIFICATIONS & SYSTEMS

Pitzer College — BA, International Intercultural Studies & Studio Art. CDM/CFPP coursework, University of Florida. Certified Dietary Manager (CDM/CFPP); ServSafe Manager.

Systems: PointClickCare, MealTracker, PFG tray-ticket, Micros / Aloha / Square / Toast / Breadcrumb, Microsoft Office, Google Workspace. Languages: fluent Spanish, conversational French.