

JESSICA CLAIRE

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SKILLS

- Administrative, Risk management
- Go-live, Sales
- Agile, Strategy
- Billing, STRATEGIC PLANNING
- Budget, Strategic plans
- Business process, Training materials
- Business processes
- Contract negotiations
- Contracts
- Conversion
- CLIENT RELATIONS
- Client
- Customer satisfaction
- Customer support/service
- Customer service
- Customer support
- Data management
- Database
- Documentation
- Driving
- Fast
- Finance
- Financials
- Focus
- Forte
- Functional
- Information technology
- Insurance
- Leadership
- Leadership skills
- Managing
- Excel
- Organizational
- Payroll
- Personnel
- Policies
- Processes
- Product management
- PROJECT MANAGEMENT
- Quality
- Team Building and Motivation
- Culture Transformation
- Collaborative Leadership
- Practice Operations Management
- Core Values Management
- Prospecting skills
- Team building abilities
- Market understanding
- Administrative oversight
- Project coordination
- Relationship development
- Process improvement
- Operational improvement
- Supervision
- Project organization
- Problem resolution
- Business operations
- MS Office
- Team building
- Team management

EDUCATION

Saint Mary's University

Minneapolis, MN • 12/2015

Master of Science: Project Management

Cardinal Stritch University

Milwaukee, WI • 06/2013

Bachelor of Science: Business Administration

PROFESSIONAL SUMMARY

Product Management Intern with expertise in [Area of expertise]. Demonstrated knowledge of product management methods during internship by helping with [Task] and [Task]. Logical thinker talented at translating complex problems into actionable steps. Effectively managed all facets of [Type] productions with strong project management and decision-making skills. Reviewed scripts, oversaw writing and enhanced technical operations. Skilled at coordinating documentation, production plans and personnel resources to complete work under tight schedules.

WORK HISTORY

Change Healthcare - SENIOR DIRECTOR, PRODUCT MANAGEMENT

Strausstown, PA • 04/2012 - Current

- Strategy management between organization's goals, multiple departments and external sources for continued industry leading position (internal and external), implementation, training outcomes, contract negotiations, and execution of new software packages bought by national customers resulting in satisfied execution of new software packages including exceptional customer support.
- Product management for both SaaS software solutions as well as service-based client outcomes for an industry-leading organization while demonstrating best in class practices and customer commitment.
- Create and execute a project plan using both agile and waterfall configurations for successful execution of organizations projects.
- Revenue for plans range from \$5,000 to \$1 Million with different customer size and structure, from one organization to complex state-wide partnerships encompassing providers, clinic groups, insurance companies, and hospitals.
- Contract negotiations and execution of new contracts with outside customers.
- Sales of all products to single organizations and state agencies and organizations.
- Knowledge expert of all aspect of the software with an understanding of the complete clinic operations to ensure a successful implementation of software products.
- Exceptional customer focus with a concentration on provider satisfaction.
- Lead teams internally and multi-level advanced relationships with many hospital, health plan, state industry organizations and clinic organizations to provide proven knowledge of the industry.
- Worked closely with product management team to learn daily duties.
- Partnered with financial and customer operations teams to drive business transactions using customer data and Lean concepts.
- Performed continuous evaluations of business facility, teams and policies to keep operations efficient and consistent.
- Improved customer experiences to increase renewal rates, reduced churn and enhanced support services.
- Established personnel performance metrics to encourage efforts toward common goals.
- Strategized and executed business plans for customer operations design, development and maintenance.
- Assessed final products to check quality and consistency with creative vision.
- Directed design and execution of business transformation initiatives to drive performance, profit optimization and growth opportunities.
- Aligned department vision, goals and objectives with company strategy to achieve consistently high results.
- Executed business plans and developed project management tools to facilitate project initiatives, trainings and administrative activities.
- Prioritized and allocated valuable resources to meet business targets.
- Evaluated live broadcasts to assess signal strength, content and compliance with FCC standards, protecting station revenue and preventing legal concerns.
- Evaluated scripts to identify creative strategies and resource needs for effective production.
- Directed work of lighting and sound crews to coordinate efficient production operations.
- Conducted customer research using qualitative surveys to understand consumer opinions.
- Helped set up and run focus group with 10-1000 participants to document product experiences and record feedback from consumers.
- Interviewed target audience in [Location] to conduct ethnographic studies.
- Monitored sales forecasts and projected financial planning for organization to achieve revenue goals.
- Exercised appropriate cost control to meet budget restrictions and maximize profitability.
- Planned and integrated project and program schedules.
- Fostered work culture of collaboration and inclusion to increase morale and reduce turnover.
- Spearheaded successful business development initiatives aligned with company's strategy and core competencies.
- Led projects to boost sales productivity using change methodologies to increase sales revenue by [Number]% and sales productivity by [Number]%.
- Worked with [Type] and [Type] leaders to arrange schedules based on production requirements and available resources.
- Helped set up and run focus group with [Number] participants to document product experiences and record feedback from consumers.
- Revamped [Area of expertise] to refocus staff and align processes with business objectives.
- Led business redesign efforts to improve customer shopping experiences and drive [Number]% increase in e-commerce revenue.
- Set strategic plans and [Type] goals to strengthen operations and drive growth.
- Set and administered \$[Amount] yearly budget with no overages.
- Directed work of key [Type] and [Type] team members to create cutting-edge [Area of expertise] works.
- Supported price management by [Action].
- Managed strategic business planning and implementation by reducing customer support calls by [Number]% and improving user experiences.

Curtiss Wright - PROVIDER ENROLLMENT DIRECTOR

Chula Vista, CA • 05/2010 - 10/2012

- Analyze, assess, design, implement, and manage the Provider Enrollment Department responsible for the hospital and health plan enrollment for over 1500 providers.
- Evaluate the options of bringing this service back in-house or leaving it outsourced, executing bringing in back in-house, and providing positive outcomes within the first year enhancing the customer experiences.
- Project management of new services related to provider enrollment, including bringing it back in-house from an outsourced arrangement and having a positive experience financials and customer related within the first year.
- Managed the staff responsible for Meaningful Use, Payer Quality programs and provider enrollment while being nominated for Leader of the Year.
- Demonstrate advanced knowledge of provider enrollment and credentialing.
- Information technology contact and project manager for software implementation.
- Provide leadership in fast-changing industry.
- Liaison between Fairview, University of Minnesota and UMPHysicians faculty, management and staff.
- Development quality matrix and process flow to ensure timely reimbursement.
- Negotiated vendor contracts eliminating individual user license fees while reducing annual contract costs by approximately 44%.
- Established practices for critical factors such as data governance which included data management, data policies, business process management, and risk management surrounding the handling of confidential data.
- Formulated policies and procedures, and monitored activities to ensure end user satisfaction.
- Successfully integrated service line implementation in-house below budget, within timeframe of contract term clause, and far exceeded customer service expectations.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Increased customer satisfaction by resolving [Product or Service] issues.
- Monitored social media and online sources for industry trends.
- Resolved [Type] problems, improved operations and provided exceptional client support.
- Drove operational improvements which resulted in savings and improved profit margins.
- Handled [Number] calls per [Timeframe] to address customer inquiries and concerns.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Transported [Product or Service] to customer locations [Timeframe].
- Maintained excellent attendance record, consistently arriving to work on time.
- Saved \$[Amount] by implementing cost-saving initiatives that addressed long-standing problems.
- Developed team communications and information for [Type] meetings.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Worked with [Type] customers to understand needs and provide [Type] service.

Farmtek - PROGRAM MANAGER

Dyersville, IA • 04/2008 - 10/2010

- Successfully orchestrated the design and implementation of the first state-wide credentialing platform for all hospitals, health plans, and provider groups in Minnesota.
- Manage a large project related to state-wide implementation of a new service for Minnesota health care providers, hospitals and payer groups.
- Demonstrate leadership skills by managing and developing team projects.
- Demonstrate responsibility by implementing a statewide electronic credentialing program (MN Credentialing Collaborative).
- Responsible for overall business performance.
- Create and maintain training materials and program.
- Deliver project on schedule and met penetration rate goal for go-live.
- Responsible for implementation of strategic plans.
- Provide exceptional customer support related to software, user education, project management.
- Met with project stakeholders on regular basis to assess progress and make adjustments.
- Coached team members on productivity strategies, policy updates and performance improvement plans to accomplish challenging goals.
- Maintained tight production timetables and quality standards to give audiences exceptional offerings.
- Interacted with customers and clients to identify business needs and requirements.
- Improved success of program by making proactive adjustments to operations.
- Delivered training for staff development, change management and materials, process and technical controls.
- Planned, created, tested, and deployed system life cycle methodology to produce high quality systems to meet and exceed customer expectations.
- Planned and executed meetings to connect organizational representatives, community members and clients.
- Trained and developed personnel to improve safety, employee relations and resolve [Type] issues.
- Coordinated daily tasks including recruitment, office upkeep and inventory maintenance.
- Evaluated and provided use cases for pilot of [Type] software.
- Controlled resources and assets for [Type] department activities for compliance with industry standards and government regulations
- Ensured performance and scheduled cost control while maintaining contractual and internal performance requirements.
- Supervised and performed human resource management functions for [Number] subordinates.
- Developed detailed plans based on broad guidance and direction.
- Set and oversaw yearly \$[Amount] budget to cover [Number] hours of new station programming.
- Performed program research and analyzed data collection to develop cost estimates and budgets.
- Supported [Type] and [Type] programs by nurturing professional relationships with community members and [Job title]s.
- Identified costs involved for [Type] and [Type] tasks to keep in line with departmental budget.
- Designed infrastructure solutions to resolve business issues and improve delivery processes.
- Established and implemented global security processes.
- Identified system needs and designed processes to support business requirements.
- Established and maintained long-range plans for quality assurance.
- Instituted quality systems within organization encompassing training, corrective and preventative action.
- Collaborated with [Type] staff to define legal and operational parameters.
- Participated in LEAN and Six Sigma events and routinely looked for processes to apply LEAN concepts.
- Resolved client issues quickly using [Skill] and [Skill], increasing customer retention rate [Number] %.
- Monitored progress of programs, using and applying programming documents, program directives, funding documents and other program material.
- Improved revenues [Number]% by implementing successful [Type] marketing campaigns that penetrated new markets.
- Executed and managed assigned production programs valued at \$[Number].
- Mentored and led new employees to enhance [Type] program production.
- Launched quality assurance practices for each phase of development
- Developed and organized routine and special programming by factoring in slot timing, demographics and other important parameters.
- Trained [Number] [Type] teams in [Area of expertise] to accomplish [Result].
- Directed [Number] simultaneous projects to boost business opportunities by [Number] %.
- Defined classification levels for all types of information and data, including privacy, PCI, quality systems, trade secrets and intellectual property.
- Checked programming logs and live broadcasts for conformance with FCC requirements to avoid legal issues.
- Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.
- Strategically balanced technology and business needs of organization.
- Created and presented data using MS Excel spreadsheets and other MS Office tools.
- Developed and administered project budgets.
- Met and collaborated with [Job title]s to uncover issues, identify applicable solutions and offer guidance in [Task] and [Task].
- Ensured that design, operation and IT systems complied with applicable regulations.
- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments.
- Established team priorities, maintained schedules and monitored performance.
- Attained improvement in technical project delivery processes by leading global infrastructure engineering project management process improvement.
- Analyzed and interpreted impact of federal, state and local legislation on company's internal structure.
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Implemented and executed reviews of computer systems for compliance with state and federal regulations.
- Resolved problems and provided solutions to customers by communicating requirements to subordinates.
- Addressed and resolved technical, financial and operational concerns by working with team members and directors.

HealthEast Care Systems - HUMAN RESOURCE ASSISTANT

City, STATE • 01/1993 - 01/2008

- Liaison between clinic staff, ancillary services, and insurance payers to provide exceptional service related to contract terms.
- Participated in contract negotiations with insurance payers.
- Received HealthEast "One of our Best" award for superior customer service.
- Developed partnerships with clinic leadership regarding insurance contracts, changes and updates.
- Collaborated with HealthEast billing staff and insurance payers to resolve claim issues.
- Responsible for providers credentialing for all hospital and clinic based providers employed or contracted (approximately 750).
- Maintained electronic database (OneApp) for credentialing documentation.
- Collaborated with the Finance Department to provide proper documentation for billing purposes.
- Interfaced with over 26 different insurance payers as it relates to claims issues and credentialing.
- Recognized for superior customer service by providers and administrative leaders.
- Tracked information for health system related to Joint Commission and Affirmative Action regulations.
- Maintained employee personnel files per requirements.
- Responsible for payroll encompassing 700 upper management and corporate employees.
- Recognized as HealthEast "One of Our Best" award for superior customer service by leadership.