

# Jessica Claire

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## PROFESSIONAL SUMMARY

Experienced Utilization Management Coordinator with a demonstrated history of working within a medical group and the health care industry. Skilled in management, critical thinking, customer service, and driving overall operational improvements. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

## SKILLS

- Staff Management
- Business administration
- Strategic Planning
- Problem resolution
- Business operations
- Relationship development
- Process improvement
- Supervision
- Team management
- Operational improvement
- MS Office
- Policy and procedure modification
- CS-Link

## WORK HISTORY

### UTILIZATION MANAGEMENT COORDINATOR

03/2018 to CURRENT

#### Allina Health Systems | Golden Valley, MN

- Executes and optimizes utilization management processes to hasten authorization review times and utilizes insurance websites to determine patient assignment
- Works with UM Pharmacist and utilizes DOFR to properly manage risk and network structure
- Supports management, physicians, and their staff to develop streamline processes and effectively communicate the needs of the medical group and the needs of our patients
- Collaborates with supervisors to develop and streamline workflow, created and updates training manual for the department, as well as develops operational plans and business development for department
- Maintains and follows appropriate protocol for referrals within CS-Link and maintains internal records of prior authorizations, approval and denial letters, and other relevant documents as well as managing UM work queues and collects data for analysis

#### SENIOR PHARMACY TECHNICIAN

07/2012 to 03/2018

#### Shields Health Solutions | Leominster, MA

- Kept abreast of federal and state laws and with the California State Board of Pharmacy to ensure compliance
- Supervised and provided leadership for a team of 11 employees, orchestrated workflow, directed and delegated tasks to an operational team to promote collaborative teamwork and positive patient experience
- Maintained pharmacy and records and arranged pharmacy layout accordingly to suit company needs
- Communicated with warehouse and outside vendors to acquire medications to ensure adequate supply for pharmacy
- Managed daily inventory to achieve cost savings goals and to stay within budgetary constraints
- Analyzed daily metrics and data (i.e. script counts, wait times, and inventory reports) and utilized high-level directives to streamline workflow
- Managed processing and filling prescriptions, insurance authorizations, supply chain management, and pharmacy upkeep while working in an extremely fast paced work environment
- Operated as a cross-functional team member by supporting leadership as well as implementing changes to maintain efficiency in a high-performance store
- Developed training programs and assisted with orientation and coaching of new employees as well as implementing and adhering to company programs

#### PHARMACY PROGRAM SPECIALIST

07/2010 to 07/2012

#### Kabafusion | Saint Charles, MO

- Planned, coordinated, and organized medication payment and delivery for patients
  - Implemented education plans aimed at providing pharmacies and medical offices with solutions for claims processing management
  - Collaborated with member services to provide strategic resolutions to member concerns
  - Provided technical support and educated providers on new protocols, policies, and procedures
  - Created, built, and maintained positive working relationships both internally and externally with our network of providers
  - Served as a liaison to providers and pharmacies for support, training, and communications
- Worked cohesively with multiple departments and outside vendors to coordinate and provide care for patients

## EDUCATION

### MBA

06/2018

#### University of Redlands, Redlands, CA

Study Abroad Exchange Program, Bangkok, Thailand / Taipei, Taiwan. Met with management of Ford Motor Company, Seagate Technology, and Corning Inc. and discussed obstacles for operating in the Asian market versus U.S. Market. Researched and reported on the health insurance system differences between Thailand, Taiwan, and the United States and the transition that the Thailand had to overcome to go from a multi-payer system to a single payer system and contrasted the new system with the current multi-payer system that is in place in the United States.

### Bachelor of Science | Biology

12/2015

#### California State University - San Bernardino Study , San Bernardino, CA

Study Abroad Exchange Program, Tokyo, Japan / Oyama, Japan. Met with faculty and students at Hakuoh University to practice language skills and learn about Japanese culture. Maintained those relationships and helped Japanese exchange students acclimate to CSUSB. Undergraduate work ranged from multiple scientific concepts from performing physiological manipulations on plants, stem cell research, quantitative methods, and communicating complex concepts in class presentations. Researched, gathered, and organized data for analysis.