

EILEEN FULLER

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PROFESSIONAL SUMMARY

Strategic Implementation Manager and client advocate with over 15 years of experience launching innovative healthcare programs and digital solutions. Recognized as a confident and proactive communicator, skilled at deriving data insights to enable client adoption, expansion, and retention. Eager to join an authentic, solution-oriented team with a passion for transforming healthcare.

Areas of expertise include:

- Customer Onboarding & Adoption
- Data-Driven Decision Making
- Client Relationship Management
- Value-Based Care Program Design
- Process & Product Optimization
- Leading Remote Project Teams

WORK HISTORY

Flywire - Boston, MA

Implementation Manager

Oct 2022-July 2023

- Launched digital patient payment and billing solutions for one of the nation's largest behavioral healthcare systems.
- Standardized client requirement gathering and vendor data workflows, reducing product launch timeline by 25%.
- Identified and led product optimizations, closely coordinating with strategic partners and Client Success Managers.

Signify Health - Dallas, TX

Implementation Manager

Jun 2020-Oct 2022

- Orchestrated design and implementation of TX Medicaid value-based care program, capturing \$310M in medical spend.
- Designed new ACO Post-Acute Care operational model to support financial synergy tied to Caravan acquisition.
- Derived data insights to accelerate Behavioral Health and Substance Use Disorder product expansion.

The Fuller Home - Gilford, NH

Manager/Remote Learning Aide

Sep 2019-Jun 2020

- Pivoted from workforce to manage household in support of spouse's career aspirations.
- Organized and supported remote learning from March to Jun 2020 due to COVID.

Cigna Health & Life Insurance Company – Bloomfield, CT

Implementation Manager

Sep 2014-Sep 2019

- Executed account installations and renewals for book of business comprised of 100+ employer groups.
- Appointed dedicated resource for top-producing Platinum Broker, focusing efforts on growth and retention strategy.
- Achieved high level of client satisfaction by meeting 100% of Implementation Performance Guarantees (PGs).

UnitedHealth Group (formerly Oxford Health Plans) – Minneapolis, MN

Project Supervisor, Customer Care

Mar 2009-Jul 2014

- Developed customized service model for largest Fully Insured client in Northeast comprised of 35,000 members.
- Led onsite training and go-live support for critical enterprise clients, resulting in 100% service and technology readiness.
- Completed Six Sigma Green Belt Project to reduce claim service requests with financial benefit of \$500,000 annually.

Supervisor, Individual Products

Feb 2006-Mar 2009

- Transitioned Individual Product service team from FL to NH, increasing site volume by 13,000 calls per month.
- Managed team metrics and provided coaching for 20 direct reports of varying tenure.

Customer Care Subject Matter Expert (SME)

Mar 2005-Feb 2006

- Mentored and trained peers on call handling and de-escalation techniques to improve site performance.
- Resolved complex and escalated phone and email inquiries from members, healthcare providers, and employers.

EDUCATION

UMASS Lowell Bachelor of Arts Program

2003-2007

Psychology Major w/ Business Concentration