

ROBERT SMITH

Jr. Business Relationship Manager

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SUMMARY

Predominantly healthcare related, from insurance software to direct patient care. The most recent position, although more of an account manager position, did involve careful testing, software configuration setup, knowledge of Medicare/Medicaid Regulations.

SKILLS

SQL, ORACLE, Project Management, Account Management, Medicare, Medicaid, Account Management, Insurance, Documentation, Crystal Reports.

WORK EXPERIENCE

Jr. Business Relationship Manager

ABC Corporation - 2015 – 2016

- Flagship product is MarketProminence, a versatile software application providing clients with a customizable database able to conform to specific business requirements and a changing insurance market.
- Achieved Management status for between three to seven of the companys 23 accounts, representing \$2MM+ in annual revenue.
- Handles day-to-day client relationships, coordinates between business units to complete requests, carefully documents all case requirements within the secured network.
- Communicates changes between clients and the in-house developers and provides high-level documents outlining the desired system functionality.
- Deploys implementation scripts and queries into client databases.
- Provides configuration changes, fully tested and approved, with step-by-step instructions to the client for their future edification.
- Supports complete lifecycle of custom software, including application configuration, interface creation for Medicare/Medicaid solutions, PBM claims and online enrollment systems, Oracle database management and code development initiatives.

Business Relationship Manager

ABC Corporation - 2011 – 2015

- Recruited to develop strategy with executive management for group of 50 engineers.
- Managed business relationships with peer business units on the project.
- Developed strategy and technology “architectural roadmap” to each milestone of the product life cycle for my group.
- Developed and deployed new policy across my division (300+).
- Facilitated discussions with business unit management during release planning events to align each sub-groups objectives with executive vision and strategy.

- Used SAFe standard tool (Weighted Shortest Job First) to prioritize development and other investments to maximize value to the customers.
- Performed risk and gap analysis for my business group to Director/VP..

SCHOLASTICS

- - (Gymnazium Parovska Nitra)