

# Robert Smith

## Chief Executive Officer II

### PERSONAL STATEMENT

8+ years of experience as a Chief Executive Officer. Seeking to gain a position as a Personal Lines Account Manager where I can contribute my knowledge, skills, and experience to the growth of the organization.

### WORK EXPERIENCE

#### Chief Executive Officer II

**ABC Corporation - September 2014 - Present**

##### Responsibilities:

- Responsible for turning around a \$9m annual plan net loss into a \$20m net profit (profit and risk corridor).
- Accountable for leading the growth and development for the health plan as the state of Nebraska moves to an integrated healthcare delivery model (physical, behavioral, pharmacy).
- Developed and maintain key partnerships with state government offices; provider community.
- Nebraska hospital association [nha]; community-based organizations as well as other relevant business enterprises.
- Facilitates statewide collaborative with all key stakeholders (governors office, legislators, senate committees).
- Ensure customer satisfaction and loyalty by discussing issues or complaints directly and authorizing conciliatory credit solutions.
- Discuss progress and issues with department heads, resolve internal conflict and determine the course of action with CFO and CTO direct reports.

#### Chief Executive Officer

**ABC Corporation - June 2011 - August 2014**

##### Responsibilities:

- Developed the foundation and infrastructure for a provider-owned managed care organization.
- This venture submitted a 1,700-page application to the Ohio Department of insurance (ODI) in June 2011.
- The short-term objective was to be a viable medicare advantage and Medicaid managed care organization; with long-term objectives to participate in commercial, third party administrator (TPA), and participation in the exchange.
- Incorporating the infrastructure to be fully operational (network development; operations [electronic data exchange; claims to process; enrollment/eligibility verification; et al]; healthcare management services; quality; regulatory/business ethics; government relations; marketing; and health promotions).
- Accountable for building strong executive-level relationships; to include, but not limited to, working with government officials (governors office; policymakers; director of the health transformation; legislators), providers (hospital systems; physicians; ancillary) and community-

### CONTACT DETAILS

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### SKILLS

Business Development,  
Software Development,  
Mobile Software  
Development, IT  
Management,  
Accounting, Business  
Analysis, Bookkeeping,  
Billing, Customer  
Service, Data Entry, and  
Database Management.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

based organizations.

- Transform the care delivery payment model to include, but not limited to, gain share/pay-for-performance; partner with an integrated health system to explore an accountable care delivery model; and collaborate with a rural PCP practice coupled with an urban-based specialist through the use of technology.
- Under Governor Kasichs department of health transformation and department of health, I served on the Ohio patient center medical home collaborative under the direction of Dr.

## **Education**

Masters Of Business Administration in Business Administration -  
(NKU/University Of Atlanta) Bachelor Of Science in Business  
Management - (Northern Kentucky University) Fashion Design - (Los  
Angeles Trade Technical College- Los Angeles, CA)