

Susan Duckett

Seeking Innovative Opportunity

Nashville, TN - Email me on Indeed: [indeed.com/r/Susan-Duckett/fe17fd4285c90139](https://www.indeed.com/r/Susan-Duckett/fe17fd4285c90139)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Hewlett Packard Enterprise (HPE), Business Analyst

Insight Global - September 2016 to Present

Represented HPE on contract with the Bureau of Finance and Administration to improve TennCare system windows, interfaces, data conversion, user portals, notices, redetermination, and eligibility processes. Also partnered with six large contractors and third parties (approximately 400 internal and external resources assigned) to deliver and handoff the Tennessee Eligibility Determination System (TEDS). This required knowledge and analysis in Information Technology, Government, Healthcare, Medicaid and Medicare on State and Federal levels.

- Participated in large technical design sessions with stakeholders to elicit requirements
- Support of cross functional teams
- Facilitated meetings with Directors, Systems Engineers, Architects, SMEs, testers, and other stakeholders
- Delivered timely project estimates and reports
- Preparation and delivery of comprehensive technical documentation, user stories, and user acceptance testing
- Overcame business and technical challenges to ensure project success on aggressive and federally mandated timeline

Seeking opportunities to transform company practices into fresh cost effective solutions leading to more efficient operations.

naviHealth, August 2015-Present

EPMO Business Analyst

Data Exchange, and Clinical Departments - August 2015 to April 2016

Business Analyst with the Enterprise Project Management Office (EPMO), which included light project management. Worked successfully with Executive Leadership Team, Subject Matter Experts, IT, Data Exchange, and Clinical Departments on projects and partner implementations. Key achievements:

- Two large successful Medicare Advantage Implementations
- Participated in several large scale projects including governance of the clinical notes delivery inside of the technology platform
- Reduced overlapping projects, which saved substantial company resources
- Defined operations and management strategies to support overall business development and best practices by building requirements and managing projects
- Engaged stakeholders while gathering software requirements, business rules, and ensured alignment with development teams
- Created organizational processes, documentation, and collaborated with subject matter experts, process owners, and users to elicit needs, challenges, and external interfaces using various methods of documentation, reporting, tracking, and interviewing

- Developed and maintained all project communication deliverables including roadmap, user stories, planning list, change request, timeline, and other requirements to define scope, processes, alternatives, and risks

Project management of special projects and provided business intelligence support

Tennessee Department of Human Services - August 2014 to August 2015

Special Assignments & BI, August 2014-August 2015

Department of Human Services, Special Assignments & Business Intelligence Support, Commissioners Office
Project management of special projects and provided business intelligence support to Commissioner. Appointed lead on Public Chapter 934 Study of Poverty in Tennessee. Responsibilities included: project management; extensive research and analysis; report writing (published); generating and administering surveys; data analysis; facilitating symposiums, conferences, and meetings. Other large project assignments pertained to research on evidence based practices such as the Human Trafficking Task Force, Poverty and Brain Science, Two-generation model pilots, and Enterprise System Modernization.

Quality Improvement and Strategic Solutions, Quality Control, Special Assignments Coordinator, Project management of quality control and special assignment projects. Primary responsibilities included coordination and oversight of special assignments; research and data analysis; outreach; strategic operational change management; and business process re-engineering.

Performance Management Unit, Program Coordinator Coordination of special projects within the performance management unit. Responsibilities include: strategic planning, data analysis, research and design, technical writing, and special projects for the Deputy Commissioner. Other large projects included: analysis of statewide department data and configuring in Excel and PowerPoint slide decks to present department organizational metric data and employee performance the Commissioner's Office.

Civil Rights Division Internship

Tennessee Department of Transportation - June 2014 to August 2014

Awarded Federal summer internship and scholarship with the Civil Rights Division of TDOT. Worked with department Directors on Title IV, Affirmative Action, and Small Business Development projects and investigations. Other responsibilities included research, data analysis, and design.

(NICE), Case Manager

Nashville International Center for Empowerment - April 2013 to August 2014

Assisted Directors with all aspects of case management. Responsibilities included: file auditing; client transportation; organization of housing, clothing, furniture, employment, financial resources, insurance, and legal documentation with goal of achieving client independence within three months of country arrival. Managed all aspects of relocation.

Internship

Tennessee State University - January 2014 to April 2014

Represented the University within the Tennessee General Assembly (see below)

Legislative Internship

Tennessee State University - January 2014 to April 2014

Assisted House of Representative Member Glen Casada of District 63, in all aspects of the legislative process during the 108th Tennessee General Assembly. Performed legislative bill summaries and analysis; conducted research; attended committee and subcommittee hearings; both lobbied and filed bills; liaised between the legislature, state agencies, private sector, Rep. constituents, general counsel, and lobbyists.

(IRC), Data Entry Specialist

International Rescue Committee - February 2012 to May 2012

Audited case files for Survivors of Torture Division and helped to develop and manage National refugee data base. Implementation of national refugee data base included: development of data base and creation of training program for domestic IRC offices. Trained case managers in multiple states.

Consultant

International Travel and Consulting - 2001 to 2012

Extensive international travel in Europe, Asia, Africa, Australia, North and South America.

*Work gaps related

Work, study, and volunteer across six continents

Enhanced geographical, historical, social, political, and economic understanding

Learned cultural adaption skills crucial to unanticipated situations and how to improvise plans and resources

Developed negotiation skills through daily contact with locals, merchants, drivers, and other vendors throughout the globe

Cultivated verbal and nonverbal language skills to communicate effectively

Korea (EPIK), English Teacher, South Korea

English Program - September 2009 to September 2010

Full time English teacher at Hongcheon Elementary School supported by the South Korean government. Developed English language curriculum, improved classroom instruction, daily lesson planning, and collaboration with faculty to meet EPIK educational goals. Produced audio and video recordings for student learning and testing. It is the largest in the area so other schools modeled our structure.

Volunteer Teacher, Hongcheon, South Korea

Hongcheon Elementary English Camp - August 2009 to August 2010

Taught English to elementary school children during summer camp in rural village. Created and contributed English language materials and tools to faculty. Facilitated classroom and outdoor activities, while collaborating with teachers to plan school year lessons (Similar to above - this was done during winter and summer breaks for weeks on end).

English Teacher

English First - Jakarta, ID - January 2008 to August 2009

Taught beginner, intermediate and advanced English in general, conversational, and business English classes to groups ranging from young children to adults. Taught all levels of English - beginner to advance levels including University students and business professionals - six days a week. Conversational classes were 3 hours and included field trips for context. Additional responsibilities included classroom planning and instruction, student assessments, organization of school functions and activities.

Teach and Volunteer Asia, Volunteer Teacher, Thailand

Phuket - March 2007 to January 2008

Taught English in small villages throughout Southern and Northern Thailand, Phuket, and Chang Mai.

Manager

Le Pain Quotidian - New York, NY - October 2004 to May 2006

Managed employees, financials, and customer relations. Developed strong leadership skills and planning to achieve coordination of team effort to meet lofty organizational goals. Manager of employees, business, and wore all required hats in distinguished European Café Manhattan in New York, New York.

Assistant in Nursing, Client Manager

Global Health Care Recruitment - Sydney NSW - March 2003 to March 2004

Assisted nurses with patient care at private hospitals in multiple locations throughout city of Sydney. Managed government funded homes with special needs children and adults. Worked with schizophrenic, epileptic, and disabled patients around the city at private hospitals providing health services. Earned an Assistant Nurse Certificate.

Project Manager

LMC Design & Construction - August 1998 to April 2001

Helped grow minority owned small business working closely with President, CEO, Vice President, and company architects to project manage the construction of custom commercial prefabricated buildings.

International Work Experience

EDUCATION

Masters of Public Administration in Public Administration

Tennessee State University Magna cum laude

2015

Graduate Certificate of Health Administration and Planning in Health Administration and Planning

Tennessee State University

2014

Bachelors of Liberal Arts in Philosophy and International

Middle Tennessee State University Magna cum laude

2006

Macquarie University - Sydney NSW

2004

University of La Verne - Athens, GR

2002

Arizona State University

1998

ADDITIONAL INFORMATION

A combined fifteen years of management, business development, and strategies for driving organizational and financial success.

- Strategic thinker and problem solver
- Skilled in business analysis
- Small business development; can wear many hats
- Agile and Waterfall methodologies
- Cross-cultural communications
- Ability to effectively interact with business stakeholders, clinicians, executive leadership, and technical teams
- Microsoft Applications, SharePoint, Jira, beginner SQL
- Quality improvement

- Build strong customer relationships
- Motivated self-starter and team player