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| **Career Summary** | *Program manager with over 20 years’ education and outreach experience in the fields of healthcare, public education and instruction, manufacturing, and non-profit organizations. Responsible for managing and coordinating daily administration of training, education, marketing, and outreach for federal healthcare entities supported through federal contracts by the company’s Education & Outreach division. Oversees and directs subject matter expert outreach related to compliance training (including distance learning) for Medicare Advantage and Prescription Drug plan sponsors’ staff as well as educational initiatives for federal grantee program stakeholders under the Office of Family Assistance (OFA), Health & Human Services Department (HHS). Similarly, coordinates outreach for training and educational opportunities in support of federal entity staff, including the Centers for Medicare & Medicaid Services (CMS), the Center for Medicare Modernization Initiatives (CMMI) and its Strong Start initiative, and the HHS Administration for Children & Families (ACF). Responsible for collaboration with healthcare stakeholders under multiple contracts, including subject matter experts, course leads, panelists, and facilitators to develop effective curriculum design and content, while ensuring that course and program outcomes meet the standards and requirements of the sponsoring agency or organization. Served as lead on a federal healthcare education & training contract for CMS, directing the efforts of up to 14-staff personnel while providing on-time, quality-driven deliverable requirements set by the client. Managed educational & outreach projects and marketing programs for national tradeshows, business education training programs in the non-profit sector and new product line development in the consumer manufacturing industry.* |
| **Key Skills and Strengths** | *Knowledge and understanding of healthcare industry, ability to meet and exceed client expectations, knowledge of event and curriculum planning execution, ability to design, develop and deliver training to diverse audiences.* |
| **Provider Resources Inc.** | ***Program Manager/Curriculum Specialist, Compliance Training, Education and Outreach (CTEO), CMS, 8/11 to present***  Oversees and directs subject matter expert outreach related to compliance training (including distance learning) for Medicare Advantage and Prescription Drug plan sponsors’ staff. Coordinates outreach for training and educational opportunities in support of federal entity staff, including the Centers for Medicare & Medicaid Services (CMS). Responsible for collaboration with healthcare stakeholders under multiple contracts, including subject matter experts, course leads, panelists, and facilitators to develop effective curriculum design and content, while ensuring that course and program outcomes meet the standards and requirements of the sponsoring agency or organization. Served as lead on a federal healthcare education & training contract for CMS, directing the efforts of up to 14-staff personnel while providing on-time, quality-driven deliverable requirements set by the client.   * Engages, develops positive relationship and interfaces with speakers and clients * Responsible for speaker development; provides coaching, mentoring * Assists speakers in creating innovative, interactive and educational presentations that are 508 compliant * Prioritizes clients (internal and external) and their needs as primary focus; Develops and maintains clients relationships; builds credibility and trust * Provides marketing, outreach and communication with client points of contact and subject matter experts for conference & training speakers * Responsible for development and implementation of speaker packets tailored to each educational event * *Assists with aggregation and analysis of conference presentation evaluations and* * overall event evaluations * Responds quickly to meet client needs; resolves challenges with innovative solutions * Serve as a moderator or facilitator for in-person events and online webinars and webcasts * Successfully plans and executes conference and educational training events on both a national and regional level |
| **Project Manager, Internal Training, 2014-present**  Managed the development of internal training and client specific training responsible for collaboration with healthcare stakeholders under multiple contracts, including subject matter experts, course leads, panelists, and facilitators to develop effective curriculum design and content, while ensuring that course and program outcomes meet the standards and requirements of the sponsoring agency or organization |
| ***Program Manager, Professions Opportunities Grant (HPOG), Office of Family Assistance, 6/2013 – 9/2015***  As Program Manager with Provider Resources, Ms. Plizga is responsible for Ms. Plizga oversees and directs subject matter expert outreach related to educational initiatives for federal grantee program stakeholders under the Office of Family Assistance (OFA), Health & Human Services Department (HHS). Similarly, she coordinates outreach for training and educational opportunities in support of the HHS Administration for Children & Families (ACF). She is responsible for collaboration with healthcare stakeholders under multiple contracts, including subject matter experts, course leads, panelists, and facilitators to develop effective curriculum design and content, while ensuring that course and program outcomes meet the standards and requirements of the sponsoring agency or organization. |
| **Better Baked Foods** | ***Sales and Marketing Coordinator, 2000 - 2003***  Responsible for researching and investigating potential business opportunities   * Worked closely with customers on the developmental phase of new products with direct responsibility for meeting time lines while coordinating and leading any necessary work groups   Designed sales and promotional material including advertisements, event related materials, promotional literature, packaging, and the implementation of a new company logo and image |
| **Americans for the Competitive Enterprise System** | ***Students’ Program Manager, 1999-2000***   * Directed, managed and conducted the Pennsylvania Business Week (PBW) program in several area high schools * Promoted PBW to businesses and educators to enhance its growth * Networked with area business leaders to recruit volunteers to mentor students in the program. * Conducted training classes to prepare business volunteers for their mentoring roles * Coordinated all aspects of the planning and implementation process, including presenting the program to the students * Developed and coordinated the program schedule and content |
| **FMC Smith Meter** | **Marketing Specialist, 1996-1999**   * Managed all aspects of marketing communication including journal advertising, promotional literature, copy writing, and major national trade shows * Researched and analyzed data on competitors, markets and economic conditions * Developed and launched detailed operational plan that insured problem free production of over 15 national tradeshows each year |
| **Educational Background and Technical Training** | * Bachelor of Arts – Elementary Education, Edinboro University (2004) * Master of Business Administration, Penn State Behrend (1997) * Bachelor of Science – Marketing/Management, University of Dayton (1990) |