

# SAMANTHA J. DAVIDSON

1826 S. 15<sup>th</sup> St. | Philadelphia, PA 19145 | 302-559-0822 | SamanthaJaneDavidson@gmail.com

## EDUCATION

- Master of Arts, Mediterranean Art and Archaeology (University of Pennsylvania, 2017)
- Bachelor of Arts, Classical Languages and Literature (Temple University, 2013)

## SKILLS PROFILE

- Technical skills include Microsoft Office (Word, Excel, PowerPoint, Project, Visio, SharePoint), ServiceNow, Salesforce, Jira, Smartsheet, RxClaim
- Proficient in Ancient Greek, Latin, and German

## EMPLOYMENT HISTORY

### **Project Manager**

2020 — Present

*AssistRx – Philadelphia, PA (remote based)*

- Manage the onboarding of new clients, as well as implementation of existing client brand additions, and product enhancements
- Facilitate process improvement projects across multiple departments
- Lead a team of business analysts, developers, and quality analysts
- Gather business requirements and document process flows
- Oversee production release activities to ensure timely and accurate deployments
- Create and maintain project plans, RAID logs, and status reports

### **Senior Implementation Project Manager**

2018 — 2020

*OptumRx – Philadelphia, PA (remote based)*

- Managed the overall implementation process for new business onboarding, new functionality rollout, and program enhancements
- Gathered requirements from clients and ensure appropriate assignment of internal resources
- Prioritized work and monitor adherence to established timelines
- Provided status reports, project plans, milestone tracking, and issue logs to internal and external stakeholders
- Facilitated testing and assure go-live readiness
- Administered retrospective review of completed projects to improve operational processes

### **Senior Manager, Account Management Operations**

2016 — 2018

*OptumRx – Philadelphia, PA*

- Led a team of Client Service Managers, who provide the primary point of contact for client, group, and vendor interaction
- Managed complex and high priority projects as well as new program implementations
- Oversaw contractual performance guarantees and financial goals
- Developed client statistics reporting and provided on-site trend reviews
- Facilitated solutions for client issues and developed process improvements to mitigate future risk and promote client satisfaction
- Maintained client and vendor relationships including contract, transition and runout services

## **Manager, Business Operations and Vendor Oversight**

2013 — 2016

*Catamaran (now OptumRx) – Philadelphia, PA*

- Owned the relationship between Catamaran and external vendors (claims processing, home delivery, and print fulfillment)
- Managed vendor financial expenses and budgetary adherence, contractual guarantees, compliance and audit activities, and overall service model
- Led projects, implementations, and program enhancements with vendors and internal business areas
- Acted as business owner for technical applications (web portal, eligibility systems, claims processor)
- Utilized Lean Six Sigma methodology to develop interdepartmental and external process efficiencies
- Provided operational support for all areas of the business, including Account Management and Sales, Benefit Administration, Clinical Consulting, Project Management, Contact Centers, and Analytics

## **Business Analyst, Pharmacy Contact Center**

2011 — 2013

*PerformRx – Philadelphia, PA*

- Built and maintained online help web application for client benefit structures, policies, and procedures
- Created standardized reporting for Contact Center statistics and client benefit information
- Wrote and updated internal policies and procedures
- Managed workforce allocation and telephonic set up
- Managed internal and external pharmacy help desk for issues and technical troubleshooting
- Assessed new and existing business staffing needs, including new hires and current employee scheduling

## **Senior Quality and Compliance Auditor**

2009 — 2011

*PerformRx – Philadelphia, Pa.*

- Ensured all company departments were in full compliance with state and federal regulations
- Assisted with company and client certifications and accreditations
- Monitored the accuracy and quality of service of pharmacy technicians in the Contact Center and Prior Authorization departments
- Calibrated quality standards with Contact Center and Prior Authorization management staff
- Provided internal and external quality and compliance reporting