

Contact

nicole.long@lyric.ai

www.linkedin.com/in/nicole-long-aa2b2717 (LinkedIn)

Top Skills

Analytical Skills

Data Analysis

Financial Analysis

Nicole Long

Vice President, CXT Service Delivery for Customer Success
Dallas-Fort Worth Metroplex

Summary

Strategic corporate leader with a passion for building team and brand confidence for success.

Experience

Lyric - Clarity in motion.

19 years 10 months

Vice President, CXT Service Delivery for Customer Success

October 2023 - Present (2 years 4 months)

United States

Responsible for CXT Services and Support operations of Lyric; Departments include service delivery, shared services, customer support, service consulting, methodology, documentation, training, education, and services financial/contracting operations

Area Vice President, CXT Service Delivery National & Regional

April 2006 - October 2023 (17 years 7 months)

United States

Change Healthcare

6 years 8 months

Area Vice President

January 2019 - August 2023 (4 years 8 months)

Dallas, Texas

Director, Client Services

January 2017 - January 2019 (2 years 1 month)

Minnesota

McKesson

10 years 10 months

Enterprise Program Executive

January 2012 - January 2017 (5 years 1 month)

Director
April 2006 - January 2012 (5 years 10 months)

Picis
Regional Director
July 2004 - March 2006 (1 year 9 months)

GE Healthcare
LSSD/LIPM/PM
January 1999 - June 2004 (5 years 6 months)

ETHRA/ETAA/CAC/SAP
PM/PIS
January 1991 - January 1999 (8 years 1 month)

Education

Tusculum University
Bachelor of Science (BS), Organizational Management

The Wharton School
McKesson Leadership Program, Aresty Institute of Executive
Education · (2016 - 2016)

Project Management Institute
PMP, Project Management Professional · (2006)