

CORTNEY OLDS

PROGRAM MANAGER



267-456-5344



colds081916@gmail.com



Hampton, Virginia

SPECIALIZED EXPERIENCE

- Substantial Federal Contracting Officer Representative (COR) knowledge and hands-on application of client management and business development practices.
- Effectively led multiple integrated project teams to maximize stakeholder outreach and engagement.
- Manage the development of key Affordable Care Act (ACA) policy resources, publishing these resources to multiple web platforms.
- Extensive knowledge and use of agile and waterfall Project Management Principles (PMP) to manage multiple project milestones and program areas.
- Strong track record of evaluating organizational needs to coordinate, conduct and complete meaningful project analysis.

EXPERIENCE

SENIOR OPERATIONAL POLICY CONSULTANT

Angela Reddix & Associates (ARDX)
2017 - Present

- The primary point of contact to lead and support Agent and Broker outreach and education under a \$16M partnership with the Center for Consumer Information and Insurance Oversight (CCIIO).
- Deliver effective program oversight through industry research, policy review, and strategic alignment with annual outreach goals. Responsible for continuously researching policy and regulations impacting the Federally-facilitated Exchanges (FfEs).
- Maintain current knowledge of Marketplace Agent and Broker Certification requirements to develop effective training and development for stakeholders.
- Expertly deliver knowledge transfers and internal training to onboard new ARDX Associates.
- Also serving as subject matter expert (SME) support to internal Small Business Health Options (SHOP) and Direct Enrollment (DE) team.

SENIOR ASSOCIATE

ARDX
2016 - 2017

- Managed and prioritized the team's work in accordance with client goals. Updated biweekly internal project reports for six (6) program areas.
- Developed recommendations for improvements and effectiveness, including business process optimization.
- Facilitate and lead weekly client status meetings and daily team stand-ups to identify opportunities, risks and issues impacting the client's outreach goals. Maintaining lessons learned and best practice project management logs to create innovative recommendations.

REIMBURSEMENT & POLICY ASSOCIATE

Soluble Systems, LLC
2014- 2016

- served as Lead Associate for a team of five (5) Associates primarily responsible for Medicare, Medicaid, and commercial insurance verification, prior authorization, and denial/appeal processes for an active biologic wound care product, TheraSkin®.
- Maintained internal databases that capture customer data, coding guidelines, history, and research for major payers and payer decision-makers while demonstrating strong problem-solving, project management, and analytical skills.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

University of Phoenix
2006 - 2008

BACHELOR OF ARTS

Temple University
1997 - 2001

EXPERTISE

- U.S. Healthcare Policy and Requirements
- JIRA/Confluence/SharePoint
- Salesforce
- Microsoft Office Suite/Project
- Health Insurance Portability and Accountability Act (HIPAA)
- Canva
- Medicare, Medicaid, Marketplace and Private Insurer Reimbursement
- Electronic Medical Records
- Asana/Trello