

MICHAEL J. D'AGOSTINO
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OBJECTIVE: A challenging position with the opportunity to apply my extensive IT and Operational experience.

EXPERIENCE:

8/2007 - present **Independent Business Owner**

Tastefully Simple Direct Sales Consultant - Sr. Team Manager

Tastefully Simple is a leading home taste-testing company based in Alexandria, MN offering easy to prepare gourmet foods.

As a Sr. Team Manager responsible to train, recognize, inform and mentor other independent consultants. Participated in consultant lead training sessions at regional and annual sales conventions in Minneapolis, MN. Served on numerous headquarter consultant lead task forces.

3/1990 - 3/2009 **HEALTH NET NORTHEAST- Shelton, CT**

4/98 – 3/09 **Sr. Business Systems Analyst - ITG Department**

Performed detailed analysis and produced specifications throughout the full systems development of project life cycle. Assisted user departments in identifying opportunities for work flow improvement and use of new technologies. Developed and maintained detailed understanding of user departments and corporate application systems. Documented and analyzed user department work flows and identified opportunities to improve or re-engineer business processes.

1/97 – 4/98 **Procedure Coding and Reimbursement Coordinator**

Create and maintain procedural and diagnostic coding files, including computer files and documentation. Develop and maintain coding guidelines, fee schedules, and changes in relative values. Additionally, completed go-live analysis for Institutional Pricing, including analysis of institutional service types, service components and service type mapping for proposed claims processing system. Produced COB claims training documentation.

3/96 - 1/97 **Systems Testing Assistant**

Assigned exclusively to a new proposed claims processing project. Primary responsibilities included QA and Product Test execution for the COB segment. Identified and resolved system incident reports with the vendor of proposed claims processing system. Assisted with data load of the following areas/ dictionaries: Benefits, Membership, Employer Group, Service Providers, Vendor, Claims and COB.

8/95 - 2/96 **Systems and Operations Coordinator**

Performed daily and weekly operational issues including: Completion of weekly check/remit processes. System maintenance, integration and data transfers. Generation and day to day operational issues related to risk management systems including PC hardware and application software upgrades. Acted as liaison between TEC and PHS/IS department, alliances and clients.

3/93 - 8/95 **COB Claim Recovery Coordinator**

Identified COB arrangements for self-funded groups and processed all encounter, institutional and out-of-plan claims thru digital imaging system. Investigated and resolved member inquiries. Prepared monthly Claim Recovery reports. Processed returned checks from providers. Tested completed MIS project requests that impacted the Claim Recovery Department. Updated the Claim Recovery policy and procedure manual.

4/92 - 2/93 COB Claim Recovery Specialist

Determined and updated coordination of benefits information. Researched and processed encounter and institutional claims involving coordination of benefits.

3/90 - 3/92 Senior Member Relations Representative

Investigated and resolved problems resulting from member calls. Communicated policy clarifications and coverage determination to members who challenged policies and decisions. Interpreted payment status of claims and referrals. Serviced and educated members regarding policies and procedures.

2/82 - 3/90 MILLWARD BROWN MARKETING RESEARCH, INC. - Fairfield, CT

9/87 - 3/90 Client Service Assistant

Assisted Client Service staff with project administration tasks which included: Communication with support departments in order to execute projects. Coordinating media flow with advertising agencies. Scheduled and monitored telephone and central location tests. Determined sample and quota needs through current census data and study specifications.

8/83 - 9/87 Field Office Manager

Responsibilities included: Hiring, training and scheduling of marketing researchers. Provided top-line statistics of studies in progress. Responsible for day to day management of market researchers/supervisors.

8/82 - 8/83 Market Research Supervisor

Responsible for administration of interview briefings and quality control of data collection.

2/82 - 8/82 Market Research Interviewer

Administered consumer research surveys via telephone.

COMPUTER SKILLS:

Extensive knowledge of: Microsoft Excel, Access, Word, Window, PowerPoint, FrontPage, MC400 Interactive Query and strong HTML knowledge.

EDUCATION:

Masuk High School - Monroe, CT
Ashworth College - Currently obtaining degree in Business Management

COMMUNITY / VOLUNTEER SERVICE:

Served in a number of executive positions of Board of Directors for numerous non-profit organizations. Produced and promoted numerous large scale fundraisers for non-profit organizations. Webmaster / Web designer for many organizations.

