**Cynthia S. Green**

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Wallingford, CT 06492

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(203) 269-3989 (home) / (203) 915-9773 (cell)

## ***MEDICAL ASSISTANT***

## ***Objective***

## Obtain a position in a medical facility that utilizes by clinical skills and administrative capabilities as a Medical Assistant.

Competencies include:

 Excellent interpersonal skills and caring attitude.

 Detail oriented, with strong analytical and problem-solving abilities.

 Utilize solid organizational and time-management abilities in coordinating

multiple projects.

 Self-starter, take initiative to ensure jobs get done properly and efficiently.

 Upbeat, personable, and highly energetic.

***Areas of Expertise***

**Business Skills:** Facilitating meetings; identifying customer business needs; prioritizing and providing option analysis; gathering and writing outpatient visits; training.

**Technical Skills:** MS Office (Word, Excel), some ACCESS, EZ-LETTER, FILEAID, TSO/ISPF, some COBOL.

***Professional Experience***

**EYE HEALTH PROFESSIONALS Wallingford, Connecticut**

# **Medical Assistant Sept 2007 – Present**

# Schedule current and future appointments.

# Conduct various Patient tests and utilize computer skills.

# Screen Patients; include vital signs and various laboratory tests.

# Assist with Patient examinations and outpatient surgical procedures.

# Document entire Patient office visits.

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**CIGNA Bloomfield, Connecticut**

# **Business Analyst Jan 2007 – March 2007**

# Supported Claim line of business within IT.

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* Responsible for writing use cases, both new and those requiring updating.
* Work with Subject Matter Experts and Systems Analysts to assure their needs are met.
* Identify impacted business processes.
* Participate in validation sessions with customers.
* Attend weekly status meetings with peers.

**XL GLOBAL SERVICES Hartford, Connecticut**

# **Business Analyst – Controls Aug 2006 – Dec 2006**

Supported all Business Application IT areas by monitoring workload, assuring compliance

with XL Insurance IT Procedure Controls.

* Thoroughly analyzed business requirements to identify best solutions; conducted requirements sessions and translated requirements for technical team use to complete estimates and specifications for the final solution.
* Documented deficiencies with the IT Procedure Controls for the IT Business Project Officer (BPO).
* Reported status of milestones, issues, potential risks to program PMs.
* Validated testing requirements, authored test plans and test scripts.
* Identified impacted business processes, systems and applications.
* Liaison with the Internal Auditor providing required documentation.
* Participated in the planning, execution and validation of system, regression and user acceptance testing of the system.

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**THE HARTFORD INSURANCE GROUP Hartford, Connecticut**

# **Analyst - Personal Lines Property Casualty June 2003 – Mar 2006**

Supported rating for homeowners and auto insurance applications.Business Analystoffering full life cycle experience including requirement gathering, project planning**,** process documentation, and testing with a wide variety of projects and environments. Highly motivated andresults oriented professional with communication skills, presentation and problem solving skills.

* Supported SCORE changes for various states.
* Team lead for Home-Based Insurance Program (HBIP) Homeowner Strategy implementation for the state of Texas. Acted as the primary contact between the business users and technology team throughout the entire project lifecycle.

*“Cynde quickly became productive and took the lead in developing the HBIP standalone policy and HBIP endorsement for implementation in Texas.” ~ Manager*

* Worked closely with business representatives to elicit business requirements, find solutions to business problems, design business processes and IT specifications to support the

business goals.

* Participated in the full project lifecycle, i.e. initiation through to delivery.
* Wrote technical specifications, participated in code inspections, and performed unit testing.

*“Cynde has been proactive in ensuring gaps between business requirements and existing PLA processing are resolved in a timely basis.” ~ Manager*

*“Cynde maintains a positive attitude, a sense of humor and perspective, and approaches problems and challenges with an open mind focused on identifying solutions and resolving issues.” ~ Director.*

* Work with both the client and systems areas for business requirements.
* Attend weekly status meetings with client and vendor.

# **Analyst – Personal Lines Property Casualty Jan 1994 – June 2003**

Supported rating for homeowners insurance applications. Determined business needs and documented business needs analysis to expand high level business needs for review and approval by project sponsors.

* Team lead for new Rate Plan (SIMP91) implementation in many states. Worked with business customer to determine the necessary changes.
* Participated and provided input into the implementation approach to meet business needs.
* Developed rating criteria, created new prompts, designed new DB2 table, updated DB2 tables, assisted with all facets of OSP/OHC.
* Assist programmers in comprehending both source and target data.
* Wrote technical specifications, participated in code inspections, and performed unit testing.
* Facilitated all project-related meetings.
* Managed user acceptance testing and training.
* Mentored new employees on system utilities.

*“Cynde has displayed initiative to learn new things such as DB2 and has the respect of project team members, listens to the needs of the customer, and delivers a quality product.” ~ Manager*

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**Financial Systems Analyst – Controllers Sept 1991 – Jan 1994**

Analyzed business needs, developed various cost solutions, and determined impact on financial reports.

* Key liaison between financial areas and IT.
* Supervised high school (STAG) student intern.

**AMERICAN NATIONAL BANK Hamden, Connecticut**

**General Ledger / Accounts Payable Analyst May 1974 – April** **1979**

Assistant to the Controller involved in all aspects of budgeting and Accounts Payable as well

as Accounts Receivable.

* Balanced the ledger making sure assets and liabilities balanced.
* Responsible for all accounts payable and accounts receivable for all branches.

Involved customer contact with outside vendors.

* Supervised high school student intern.

**OFFICE OF THE MAYOR – TOWN OF WALLINGFORD Wallingford, Connecticut**

**Secretary Sept 1971 – May 1974**

Assistant to the Senior Secretary to the Mayor involved in all aspects office work for the extremely busy office.

* Liaison with all Town Department heads in scheduling meetings and balancing their budgets.
* Responsible for all meeting minutes and their distribution and approval.
* Accountable for Accounts Payable and Receivable for the Mayor’s office.
* Considerable phone and filing responsibilities.

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***Professional Education***

Medical Assistant Program Sept 2006 – June 2007

Town of Wallingford Wallingford, CT

BS – Business Administration Sept 1983 – May 1991

Central Connecticut State University New Britain, CT

AS – Administrative Assistant Sept 1971 – May 1974

Quinnipiac University Hamden, CT

***Professional Recognition***

Chairman’s Award, Auto Dimensions Project Team - 2005

IT Excellence Award Nominee for teamwork on the Personal Lines Mold Project Team - 2002

IM MVP Award Winner for teamwork on the HBIP Team -1997

***Professional Honors / Organizations***

Red Cross Blood Drive Assistant Coordinator in Hartford and Farmington

United Way Executive Committee Member

National Honor Society for Business – Central Connecticut State University

***References***

Mrs. Linda Hedlund, Office Coordinator

115 Johnson Avenue, Meriden, CT 06450, (203) 237 – 5319

Mr. Ronald F. Shea, Vice President

19 North Street, Hamden, CT 06514, (203) 248 – 7060

Mrs. Elizabeth McCully, Assistant Manager

104 Farm Hill Road, Wallingford, CT 06492, (203) 265 – 4039