**Rene M. Gagnon**

Current Address: Permanent Address:

9 George Perley Road 172 Alexander Avenue

Gray, ME 04039 Waterbury, CT 06705

Cellular phone**:** (207) 323-2640 or (203)217-3599

Email: Rene.Gagnon@ymail.com

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# Summary of Qualifications

***Comprehensive experience as Operation/Collections Manager in commercial***

***and consumer collections with a specialty in medical practice management.***

* Consistently achieved high dollar monthly objectives and managed operations.
* Extensive history in the training and development of collections personnel and in large staff supervision as well as heavy sales background in the medical industry
* Special knowledge and expertise in medical and US government loan program collections.
* Strong background in the implementation and development of automated and centralized company systems.
* Highly experienced with industry legal and contractual policies and procedures.
* Experience in achieving and maintaining high profitability. Licensed in multiple states. Company portfolio exceeding $45 million.
* Characterized as well respected senior manger with an extensive network of industry professional relationships.
* Personal achievements include setting company records in monthly collections and increasing recoveries by double–digit percentages.
* **Computer Skills:** MS Windows operating systems, Excel, Word, Power Point, Outlook. Internet skills, including search engines.

# Professional Experience

**SDI – Contract position Molina Healthcare, Augusta ME 9-2010 – Present**

**Medicaid Claims Processor**

Full time temporary assignment processing Medicaid claims for Mainecare, ending March 4th

##### Absolute Credit Collections, Bangor ME

##### Telephone Collector 1-2010 – 6-2010

##### Telephone Collections, making between 100-130 calls a day to consumers

* Negotiate with consumers and attorneys to protect the interest of company clientele
* Meet or exceed monthly dollar expectations

**Cornerstone Credit Corp,** Waterbury, CT **1992 to December 2008**

**Operations/Collections Manger**

* Operations/Collections Manger of private third party collections agency mainly dealing with the Medical industry
* Manage staff of up to 23 collection and administrative personnel
* Provided most of the companies sales and customer relations
* Provide debt collection services to medical facilities of all sizes
* Maintain multiple state licenses and association memberships

**Accounts Receivable/Practice Management Consultant 1988 to 1992**

* Develop and implement billing and risk management operations
* Physician’s practice management services
* Hired and trained employees in accounts receivable policies and procedures
* Assist in development of fully automated collection and claims follow up system
* Implement credit and reporting services
* Develop procedures to review claims outstanding, remittance advices, and CPT and ICD-9 coding for reimbursement received by medical operations

**Corliss Credit Service,** Cheshire, CT  **1982 to 1988**

**Collections Manager**

* Manage staff of 45-60 collections personnel with a group objective of over $500,000 monthly.
* Perform employee performance appraisals.
* Recruit, hire, and train collection personnel for the US Government DOE Student Loan Program. Develop and implement collection strategies, talk-offs, and incentives.
* Supervise state, local, individual, and commercial third party tax collections.
* US Government DOE Task Force responsibilities.
* Maximize liquidation of the contract paper under the Cuban/LEEP Program.
* Restructure monthly payer system and train personnel to an objective of over $750,000. Total project revenue objective of over $1.2 million.
* Personal revenue production of over $600,000.

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Education

**Post University**, Waterbury, CT

Completed approximately 45 credits toward Bachelor of Arts degree, Business Management Program.

Training

**Dunn and Bradstreet**

Management Courses

Certificates of Completion, 1989

**Padgent Thompson**

Management, Negotiations, Time management, and Creative Supervision Courses

Certificates of Completion

**American Collectors Association**

Certified Credit Collector

FDCPA Training Certified

**Volunteer Activities**

Literacy Volunteers: Adult ESL Instructor

New Opportunities, AARP: Senior Money Management Consular

New Opportunities, Elderly Nutrition Program – Meals On Wheels

Professional Associations

**American Collection Association**

Active Member

**MGMA**

States of Texas and Connecticut

Past Member

**Member of multiple state and local chambers of commerce.**