**ANN M. STRANGE**

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**SUMMARY**

Administrative professional offering over twenty years of experience in administrative support and customer service with a record of success and accomplishment. Self motivated team player, reliable and goal oriented. Highly organized and detailed with the ability to handle multiple projects simultaneously. Always willing to put forth the effort required to achieve superior results. Possess excellent interpersonal and communications skills with the ability to relate well at all levels.

**COMPUTER SKILLS**

Windows, Word, Excel, Access, PowerPoint, Outlook, GeoNetworks, Internet

**PROFESSIONAL EXPERIENCE**

**MassMutual Financial Group, Springfield, MA**

**Data Management Analyst June 30, 2008-December 31, 2010**

Maintained Continuity/Disaster Recovery Plans on software application.

* Participated in company wide fire drills and disaster recovery exercises.
* Organized and hosted a training presentation for security and human resource personnel with external presenters.
* Participated in company sponsored emergency awareness and preparedness fairs for employees.
* Provided customer service via department help line and also provided one-on-one and over the telephone training for new software application.

**United Personnel, Springfield, MA**

**Administrative Position – February 19, 2008-June 29-2008**

Worked as a temporary employee at MassMutual in their Enterprise Continuity Department.

Working in Outlook, Access and Excel to track various disaster recovery plans within the company.

**UNICARE, Andover, MA**

**Project Administrator - 1998-February 2, 2007**

Produced network accessibility reports for field sales staff often under tight deadlines. Analyzed, edited and manipulated data to produce various reports using MS Word, Excel, Access and GeoNetworks. Updated and maintained mapping system.

* Contributed to the creation of finalist presentations using PowerPoint.
* Contributed to the creation of a training manual for a new computer application for use by in-house and field sales staff.

**UNICARE, Springfield, MA**

**Contract Analyst - 1996-1998**

Produced contracts and benefit coverage booklets based upon plan specifications and state and federal mandates. Analyzed and updated contracts and booklets as necessary. Consulted with in-house and field sales staff in the creation of benefit coverage booklets and contracts.

* Successfully met deadline for contract conversion project.
* Recognized by management for contribution to meeting team goals.

**UNICARE/MassMutual, Springfield, MA**

**Census Coordinator/Eligibility Specialist - 1991-1996**

Coordinated workflow between various in-house and field sales staff for the successful implementation of new issue policies and changes to existing policies. Researched and resolved

problems involving census and prescription drug card issues. Created and transmitted census assigned policyholders. Sent out monthly mailings to policyholders.

 Received Quality Service Award.

 Tested, trained and provided ongoing support of a new software application to existing employees.

 Received recognition from management for excellent job performance.

**MassMutual, Springfield, MA**

**Utilization Review Analyst - 1987-1991**

Determined amount to be paid on network provider claims based upon contract agreements. Reviewed and referred claims for utilization review when necessary. Provided customer service to plan participants and medical providers.

 Provided training for four new analysts.

 Recognized by management for consistently exceeding standards for position.

**EDUCATION**

BBA, American International College, Springfield, MA

Business Administration, 1998

Inducted into Alpha Sigma Lambda National Honor Society for Continuing Education Students

AS, Holyoke Community College, Holyoke, MA

Executive Secretary, 1984