

# Emmy Anderson

Process Engineer

🕒 Eastern Standard Timezone

🌐 emmy-anderson-aa93a8b0

## EDUCATION

**Adiministrative Office Information Systems (Incomplete)**  
Lorain County Community College

## LANGUAGES

English (Native)

Spanish (Native)

## INTERESTS

Singing

Traveling

Cooking

Do-It-Yourself Projects

## REFERENCES

A list of of references is available upon request



## CAREER PROFILE

Highly determined and passionate about developing innovative methods to drive efficiency. Well-versed in building positive relationships with customers, vendors, other stakeholders. Strong requirements gathering, scope development and coordination abilities. Skilled at overseeing complex, high-value projects with excellent planning competencies. Comfortable working in fast-paced and deadline-driven environment.



## EXPERIENCES

### Project & Process Engineer

Bravo Wellness (Medical Mutual), Ohio

2022 - Present

- Identified, proposed, and lead opportunities to improve processes.
- Evaluated proposed projects and identified alternative solutions and designs producing improved results.
- Developed documentation, diagrams, and specifications to meet project requirements.
- Created and implemented project toolkits for general projects, enterprise projects, migration projects, and client custom requests.
- Collaborated with cross-functional teams to develop and implement process changes.
- Tracked activity, resolved problems, published progress reports, recommended actions, and ensuring timely/accurate project delivery.
- Supported the development and documentation of process workflow and the automation of processes when applicable across disparate systems and departments.
- Provided Subject Matter Expertise for highly custom client implementations.

### Project & Systems Analyst

Bravo Wellness (Medical Mutual), Ohio

2020 - 2022

- Brainstormed with peers and other members to determine enhancements to existing systems or need to purchase new.
- Assessed business requirements to create focused solutions in Smartsheet, JIRA, SharePoint, Alteryx, Microsoft Suite of Products, and more.
- Developed diagrams to describe and lay out logical operational steps.
- Diagnosed, troubleshoot and resolved system problems.
- Determined root cause of problems and issues to implement courses of action required to implement solutions.
- Planned, designed, scheduled, and executed phases for general departmental projects.
- Developed and implemented strategic project plans to meet business objectives.
- Created and maintained a project toolkit for our Client Implementation team.

### Procurement Specialist

Bravo Wellness (Medical Mutual), Ohio

2019 - 2020

- Established relationships with vendors and suppliers to streamline procurement operations.
- Evaluated vendor performance and identified areas for improvement.
- Created a semi-automated purchase order process for our largest third party services.
- Created a semi-automated screening and flu event detail sheet to assist Finance in generating client invoices in a more timely, organized fashion.
- Performed complex data analysis to identify cost-saving opportunities and forecast future demands.
- Reviewed and reconciled vendor and client invoices.
- Obtained appropriate invoice credits through audit findings.

### Lead Partner Services Coordinator

Bravo Wellness (Medical Mutual), Ohio

2017 - 2019

- Supervised and trained employees on third party vendor service level agreements, and client contracts.
- Managed vendor performance to maximize profitability and achieve financial objectives.
- Cultivated strong relationships with vendors and partners supporting administrative operations.
- Created and maintained daily and weekly reports for upper management.
- Resolved escalated customer complaints and issues to drive satisfaction and loyalty.
- Hosted quarterly review meetings with all third party vendors.

### Senior Screening Coordinator

Bravo Wellness (Medical Mutual), Ohio

2012 - 2017

- Assisted in the development of an in-house scheduler tool and administrative center for internal and external users.
- Coordinated on-site and off-site wellness screening and/or flu events for our jumbo book of business.
- Built and managed schedules for screening and flu shot events.
- Collaborated with vendors and client contacts to resolve issues.
- Upsold à la carte services to clients.

### Appeals Specialist

Bravo Wellness (Medical Mutual), Ohio

2012 - 2012

- Developed appeals functions, policies and procedures and documentation.
- Carried out administrative tasks by communicating with clients, participants, and physician offices as well as distributing mail, and scanning documents.
- Verified client information by analyzing existing evidence on file.
- Coordinated with Appeals Lead to compose appeal responses.
- Approved or Denied Appeals within the compliance regulations of workplace wellness.

### Bilingual Participant Services Agent

Bravo Wellness (Medical Mutual), Ohio

2011 - 2012

- Met customer call guidelines for service levels, handle time and productivity.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Helped improve customer satisfaction by translating customer paperwork and company documentation.
- Identified and responded to customer requests and concerns through email and phone for both English and Spanish-speaking customers.

### Interlibrary Loan Assistant

OhioLink (Lorain County Community College), Ohio

2009 - 2012

- Organized and maintained detailed records on equipment use, materials logs and circulation activities.
- Mitigated librarian workload by independently managing basic patron requests and locating materials.
- Located desired customer items through interlibrary loan system and coordinated deliveries.
- Catalogued and sorted books and library materials.



## CERTIFICATIONS

Smartsheet Core Product Certification - Obtained in January 2021

Effective Public Speaking Skills, Alison - Obtained in July 2022

The Body Language of Public Speaking, Alison - Obtained in August 2022

Conquering Your Fear of Public Speaking, Alison - Obtained in August 2022

Planning for Ultimate Public Speaking Success, Alison - Obtained in August 2022

Diploma in Project Management, Alison - Obtained in November 2022

Emerging Leaders, Medical Mutual - Started program in January 2023



## SKILLS & PROFICIENCY

Project Management

Kaizen

Customer Service

Team Building

Strategic Thinking

Process Improvement

Documentation & Training

Problem Solving

Process Automation

Formulas

Basic SQL



## SOFTWARE SKILLS

Smartsheet	<div></div>
Salesforce	<div></div>
Salesforce Marketing Cloud	<div></div>
JIRA	<div></div>
TruCentive	<div></div>
Alteryx	<div></div>
Tableau	<div></div>
PowerBI	<div></div>
Microsoft Office Suite	<div></div>
MacOS	<div></div>
Windows OS	<div></div>