

## HR TALENT AND DEVELOPMENT, BEHAVIORAL HEALTH TRAINING

### Professional Summary

Â Training professional with extensive leadership experience in staff development, process and productivity improvements, performance management and curriculum design.

### Skills

### Work History

HR Talent and Development, Behavioral Health Training , 06/2008 to 09/2014

Bluecross Blueshield Of Louisiana â€“ Baton Rouge

- Lead trainer for training unit.
- Assigns work and schedules training classes and training resources to meet management objectives.
- Provides general supervision of staff.
- Oversees development and delivery of training for newly hired personnel and other staff on various systems and procedures.
- Leads creation and delivery of developmental and refresher training for existing staff to implement process changes, correct deficiencies and improve individual performance.
- Resulted in higher productivity in customer service and claims department.
- Conducts various classes ranging from one-on-one sessions to large classroom presentations and company-wide teleconference and NetMeeting briefings.
- Researches, develops and maintains manuals and documentation of procedures, training program and support materials, and training/job aids for all systems.
- Documents task procedures and guidance.
- Co-author the of Horizon point of service processing manual and headed the restructuring of Maryland Carefirst manual.
- These manuals improve efficiencies, quality and performance of customer service and claims processors.
- Assesses individual trainee performance, develops performance improvement plans, counsel trainees on performance issues and consults with management on evaluations of trainee progress to support critical HR decisions.
- Participates in process and performance improvement activities to include analyzing deficiencies, testing alternatives and developing corrective action plans.
- Facilitates quality improvement team activities.
- Develop training exercises that measures individual capability in understanding the training materials.
- Coaches and mentors training staff to support their professional skill development and to improve overall training unit performance regarding claims processing.
- Performs general management tasks, such as attending meetings, preparing reports, completing personnel documentation on trainee performance.
- Evaluated the effectiveness of training programs and recommended improvements to upper management.
- Conducted orientation sessions and organized on-the-job training for new hires.
- Developed surveys to identify training needs based on projected production processes and changes.
- Organized and edited training manuals, multimedia visual aids and other educational materials.
- Alternated training methods if the expected improvements were not reached.
- Managed all exempt employee coaching, training and performance improvement actions.
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- Applied adult learning and performance expertise to assess behavioral and ability issues impacting work performance.
- Trained new hires to perform cross-training exercises with experienced workers.
- Reviewed and edited all training materials for accuracy and policy compliance.
- Tested all training software and hardware prior to the training program.

Claims Specialist III , 01/1999 to 01/2008

MAGELLAN BEHAVIORAL HEALTH â€“ City

- Review benefit plans to ensure that claims are being adjudicated accurately and consistently according to the contracts.
- Audited and adjusted claims for financial and statistical accuracy.
- Resolved complex claim edits and suspended claims.
- Assisted for supervisor in their absence.
- Handled all types of requests, inquiries and complaints accurately and timely.
- Responded to phone inquiries from internal costumers.
- Provided re-enforcement training for new associates as required as well as floor support for existing associates.

Claim Examiner III , 01/1991 to 01/1998

FIRST HEALTH â€“ City , STATE

- Processed dental and medical claims.
- Handled multiple client plans including traditional and managed products with general knowledge in third party liability issues, utilization review process, coordination of benefits and electronic claims processing.
- Controlled audit report and claims inventory.
- Assisted in the installation of desktop and ITT terminals.
- Coordinated office relocation projects and assisted the IT department in system configuration.

## Education

Bachelor of Science : Business Management , 1985

SAN SEBASTIAN COLLEGE - City

Management

## Skills

benefits, contracts, client, customer service, delivery, documentation, financial, general management, HR, inventory, materials, meetings, NetMeeting, office, personnel, presentations, processors, progress, quality, quality improvement, supervisor, supervision, system configuration, phone, trainer, training materials, author