

# Michelle Owodunni

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## PROFESSIONAL EXPERIENCE

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### **Computer Programs and Systems, Inc. (CPSI)** Plymouth, Minnesota

#### **Business Analyst II** (March 2018 - Present)

- Provide both business and technical expertise to support the analysis, design, and deliverables for product development
- Coordinate and facilitate meetings with cross functional teams to gather/document requirements, perform Scrum Master duties, and execute test plans; identifying potential project risks, roadblocks and solutions
- Successfully bridge communication between market needs and the Development teams to design and guide development of CPSI applications
- Deliver feedback and direction to Development teams regarding the modification of key applications

### **UnitedHealthcare** Minnetonka, Minnesota

#### **Business Analyst** (May 2016 - March 2018)

- Partnered with stakeholders within the Organization to ensure business and technology alignment across multiple contact center locations; proposing solutions to help ensure cost optimization and delivery performance
- Leveraged excellent analytical and communication skills to present incident management and triage process improvements for business continuity, resulting in implementation
- Established expertise in Workforce Management software to manage daily staffing levels and determine the most effective methods for staffing adjustments
- Provided Senior Management with ad-hoc reporting analytics and decision-support tools used to improve the performance of national call center operations and enhance business strategies within UnitedHealthcare's Medicare & Retirement Division

### **Cigna Behavioral Health** Eden Prairie, Minnesota

#### **Case Coordinator, Quality Support Team** (March 2014 - Present)

- Collaborated with providers to optimize member benefits, promote effective use of resources, and ensure continuity of care during the utilization management process, including peer reviews and appeals
- Communicated effectively with internal partners for legal, compliance and accreditation guideline assurance
- Executed organizational skill while managing multiple cases sent with Federally mandated deadlines for Physician Review
- Successfully influenced decision making within a cross-functional team to achieve first time resolution for Cigna customers

### **Cigna Behavioral Health** Eden Prairie, Minnesota

#### **Care Senior Associate** (January 2013 - March 2014)

- Analyzed the end-to-end member experience to formulate process improvement recommendations, provide guidance around key Cigna procedures and workflows, and establish exceptional client service
- Enhanced leadership capabilities through training and developing new hires to exceed quality metrics and indicators of 90 percent or higher
- Developed strong written and oral communication skills to maintain excellent business relationships with pivotal Cigna Behavioral Health partnerships in a highly matrixed organization
- Exceeded all annual performance objectives

### **Automatic Data Processing, Inc. (ADP)** Bloomington, Minnesota

#### **Client Service & Teledata Representative** (December 2011 - December 2012)

- Demonstrated technical skill while receiving and promptly resolving client inquiries concerning payroll, accounting, and tax filing
- Promoted compliance with ADP Company Policies to ensure correctness of daily payrolls and reporting in a deadline-oriented environment
- Utilized problem-solving and interpersonal skills to process payrolls accurately and manage client relationships after the implementation process

## **EDUCATION**

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**University of Minnesota, Twin Cities** College of Liberal Arts  
Bachelor of Arts, Physiology | December 2010

## **INVOLVEMENT AND AWARDS**

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- Workforce Effectiveness Communications Committee
- Cigna Champion Award (Six-time Awardee from April 2013 – May 2015)
- Cigna Customer/Client Facing Award (March 2014)
- Member, Cigna Cultural Diversity Committee (December 2013 – March 2014)
- President's Distinguished Student Scholarship Award (September 2006 – December 2010)

## **TECHNICAL SKILLS**

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- Proficient in Microsoft Office Suite Software (Excel, Outlook, PowerPoint, and Word Applications)