

# Christie Stephenson

Customer Success Manager

## SUMMARY

My passion is designing smart business process solutions.

I'm a seasoned serial-entrepreneur with the ability to plan, organize, prioritize and document the details of tasks and outcomes on projects.

I have a talent for seeing missed opportunities, solution-ideation and the ability to understand current business process & task flow to then overhaul or redesign those processes for maximum efficiency and cost savings.

## EXPERIENCE

**Xyngular**, American Fork, UT — *Sr Marketing Business Analyst (12/2019-3/2020)*

- ✓ Uncovered causes of customer attrition utilizing a customer journey map
- ✓ Took ownership for facilitating collaboration with team members and peers
- ✓ Managed relationships and expectations through effective communication
- ✓ Identified details of business and organizational challenges
- ✓ Contributed significant input for team backlog grooming

**Alianza**, Lindon, UT — *Associate Product Owner (8/2019-12/2019)*

- ✓ Wrote Business Requirements Documents
- ✓ Took ownership of backlog grooming for cross-functional team
- ✓ Process improvement & documentation
- ✓ Collaborate on technical solutions with Engineers
- ✓ Responsible for monetizing data platform
- ✓ Spearheaded new book club for Product team career growth

**Go Health**, Pleasant Grove, UT — *Licensed Insurance Agent (7/2018-1/2019)*

- ✓ Quickly connected with and built rapport on cold call leads with a high rate of conversion
- ✓ Pioneered processes to streamline policy comparison and applications
- ✓ Trained multiple team members by letting them shadow personal sales process
- ✓ Aced the state licensure exam in 20 minutes with only 1 week of study
- ✓ Promoted to coveted top sales team with no prior experience in Medicare sales

**Henry Schein**, American Fork, UT — *Technical Support Analyst (10/2016-8/2017)*

- ✓ Diagnosed and resolved software technical issues
- ✓ Trained office support staff and dentists on billing software
- ✓ Researched and helped resolve dental claims

**Sky Vantage**, Draper, UT — *IT Project Manager (12/2015-4/2016)*

- ✓ Managed development and QA team
- ✓ Interviewed and hired new team members
- ✓ Managed work-flow for bug fixes, hot-fixes and new development

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## SKILLS & ATTRIBUTES

Client Relations

Exceptional Communicator

Relationship Builder

Client Presentations

Self-Starter

Autonomous

Project Scheduling

Tenacious

Trustworthy

Courageous

Office Administration

Costing and Budgeting

Time Management

Custom Software Design

Cross Functional Supervision

JIRA

Confluence

Vendor Management

Requirements Analysis

Business Systems Integration

Data Modeling

HTML/CSS/JavaScript

QA

**Xactware, Lehi, UT** — *Training Manager (1/2015-7/2015)*

- ✓ Created MTECH Web Development program from scratch
- ✓ Successfully negotiated Letter of Intent with MATC
- ✓ Wrote and presented RFG in front of governor's committee (GOED)
- ✓ Awarded a \$200k UCAP grant for proprietary web development course

**Resolute Services, Nampa, ID** — *Project Manager (10/2008-12/2012)*

- ✓ Developed complete software solution for Medicaid based service agency
- ✓ Managed day to day scope and progress of projects
- ✓ Brought project in on time and under budget

**Precision Services, Nampa, ID** — *General Manager (7/2010-12/2012)*

- ✓ Automated all critical processes
- ✓ Journey Mapping | Story Boarding
- ✓ Medical billing submission and payroll
- ✓ Wrote Request for Proposals (RFP) for government contracts
- ✓ Contracted with IT professionals for development of business software
- ✓ Audit and legal preparation
- ✓ Managed 30+ employees including IT professionals, licensed counselors and behavior therapists

**Arizona Esthetics Institute, Youngstown, AZ** — *Corporate Manager (5/2003-12/2004)*

- ✓ Launched start-up of esthetics trade school
- ✓ Developed business and marketing plan
- ✓ Developed state board approved curriculum outline
- ✓ Secured location and managed build out
- ✓ Liaison between school and state licensing board
- ✓ Successfully initiated and implemented Sallie Mae student loan program

## EDUCATION

**Western Governors University, SLC, UT** — *IT Business Management*

**V School, Salt Lake City, UT** — *Computer Programming 9 Week Intensive*

**UVU Digital Marketing, Lehi, UT** — *Digital Marketing Bootcamp*

**Utah Valley University, Orem, UT** — *Entrepreneurship | Business M*