

EXECUTIVE DIRECTOR

Experience

EXECUTIVE DIRECTOR , 10/2017 to 09/2019

Company Name " City , State

- Developed strategy and led implementation of an end-to-end employer service model focused on Employer Groups and Brokers resolving and avoiding escalated issues.
- Fostered a culture focused on achieving high customer satisfaction and streamlined operations.
- Formalized and delivered new service model strategy focused on customer-centric issue resolution and increased first-touch resolution.
- Launched new employer service teams on advanced service model to include organizational redesign, setting of team strategic vision, and inspiring service-oriented culture within 6 months.
- Initiated new data reporting and analytics to drive data-driven process improvements with issue resolution timelines averaging less than 48 hrs.
- Achieved employer, broker, and sales & account management satisfaction to contribute to employer and broker retention.

EXECUTIVE DIRECTOR , 03/2004 to 10/2017

Company Name " City , State

- Directed and mentored cross-functional teams focused on health plan product development process to attract and retain new members.
- Developed and implemented key organizational strategies and new products to empower health care members to navigate and utilize healthcare services.
- Steered efforts towards the creation and mobilization of multi-year national product investment portfolio achieving over \$500 million in revenue driven from digital enhancements, operational improvements and new product offerings.
- Produced and directed \$50 million market-driven product investment portfolio resulting in detailed business cases, product roadmap, product and timeline requirements.
- Led development of new capabilities with demonstrated revenue performance on integrated healthcare delivery system including digital medical payment platform, medical cost estimation solution, mobile applications other consumer-driven organizational strategies that improved the user experience.

HEALTHCARE MANAGEMENT CONSULTANT , 11/2000 to 03/2004

Company Name " City , State

- Rendered expertise as business transformational professional and ensured projects' successful delivery across multiple healthcare clients in various functional areas.
- Instrumental for the claim payment recovery, contract provider, process revamping, operational improvements, and web portal designing.
- Provided expertise and built solid reputation for high quality deliverables in the market while bolstered the relations with stakeholders/clients through effective project leadership.
- Operated as an elite communicator and continually focused on strengthening relationships with clients while provided comprehensive services and achieved organizational targets.
- Continuously improved, streamlined, and clarified processes to ensure timely and effective outcomes as well as setup adequate systems for internal and external operations control whereas, major clients include; WellPoint, United, Blue Shield of CA, HealthNet, and Kaiser Permanente.

EXECUTIVE DIRECTOR Company Name

- Led user-driven design sessions to identify and implement people, process and technology improvements to improve how healthcare members better understand and use healthcare services.
- As Product Development leader, strategically directed the design, delivery, and administration of new Consumer Directed Health Care product platform, including product design, go-to-market strategy, and business solutions, following product development life cycle.
- Developed innovative Product Operations team responsible for end-to-end product administration, ranging from employer onboarding, employer retention, vendor management, and issue resolution.
- Gained new net membership (over 100K subscribers) and achieved improved market positioning in critical large and strategic lines of business.
- Spearheaded new internal consulting team and PMO responsible for the execution of the strategic initiatives portfolio resulting in accelerated speed to market and high-quality delivery in matrixed and dynamic work environment.
- Focused teams on developing innovative and cutting-edge approaches at all levels with effective resource allocation and strategic planning.
- Cultivated team culture for high performance, collaboration, and transparency earning highest employee engagement scores in department (exceeded 98% employee satisfaction).

Work History

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Education

Master of Science (MS) : Healthcare Administration UNIVERSITY OF CENTRAL FLORIDA - City , State

Bachelor of Science (BS) : Biology UNIVERSITY OF CENTRAL FLORIDA - City , State

Kaiser Permanente Executive Leadership Program KAISER PERMANENTE - City , State

Kaiser Permanente Strategic Leadership Program HARVARD BUSINESS SCHOOL - City , State

Summary

Forward-thinking Executive with proven record of accomplishment in Healthcare industry. Driven and ambitious change leader dedicated to continuous business improvement focused on enhancing revenue, streamlining business operations, and improving the user experience. Passionate about developing teams and individuals while providing mentorship and coaching.

Highlights

- Product Development
- Product Management
- Revenue Growth
- Delivery
- Designing
- Edge
- Functional
- Leadership
- Market positioning

- Healthcare User Experience Design
- Change Management
- Teaming and Relationship Building
- Strategic Portfolio Management
- Program Strategy
- Strategic Planning
- Strategic Leadership
- Account management, Vendor management
- Business solutions, Vision
- Change Management, Web portal
- CA
- Consulting
- Clients
- Customer satisfaction
- Market strategy
- Market
- 98
- Communicator
- Organizational
- Processes
- Product design
- Product Development
- Product Management
- Project leadership
- Quality
- Relationship Building
- Reporting
- Sales
- Strategy
- Strategic
- Strategic Planning

Skills

- Product Development
- Product Management
- Revenue Growth
- Healthcare User Experience Design
- Change Management
- Teaming and Relationship Building
- Strategic Portfolio Management
- Program Strategy
- Strategic Planning
- Strategic Leadership,
- Account management, business solutions, Change Management, CA, consulting, clients, customer satisfaction, delivery, designing, edge, functional, Leadership, market positioning, market strategy, market, 98, communicator, organizational, processes, product design, Product Development, Product Management, project leadership, quality, Relationship Building, reporting, sales, Strategy, Strategic, Strategic Planning, vendor management, vision, web portal