

## BUSINESS PROJECT MANAGER

*Strategic Planning ~ Risk Management and Mitigation ~ Quality Assurance ~ Change Management ~ Process Improvement  
Project Management and Implementation ~ Regulatory Compliance ~ Leadership and Training Development*

### QUALIFICATIONS PROFILE

Experienced, results-oriented, and tenacious professional, offering progressive experience in leveraging first-rate management skills in handling diverse set of responsibilities within high growth industries. Highly effective leader and concept-to-execution driver, with proven adeptness in managing the entire project phases from inception to completion and delivery. Known for track record of success in utilizing excellent organizational skills to meet and exceed goals and objectives.

- **Equipped with comprehensive industry and Kaiser Permanente knowledge;** capable of developing and implementing key strategies as well as in leading and overseeing from small to large group of individuals.
- **Known for unparalleled work ethic** along with strong capacity to manage and accomplish varying and increasing levels of responsibilities.
- **Highly effective leader and excellent consultant,** with the ability to establish and maintain constructive relationships with diverse levels of professionals.
- **Technically proficient** with Microsoft Office Suite (Excel, Word, and PowerPoint), Microsoft Project, and QI Macros.

### PROFESSIONAL EXPERIENCE

INFOTECH RESUME ■ RANCHO CUCAMONGA, CA

**Project Manager, California Claims Department**

2013–Present

- ↳ Coordinate all areas of concerns related to business requirements gathering, documentation, and analysis for quality department.
- ↳ Serve as project lead throughout the replacement of claims intake mail room scanning solution.
- ↳ Render expert oversight to all aspects of project phases, from conception to post-deployment; while ensuring project completion within allotted timeframe and budget.
- ↳ Plan and organize informative presentations for labor, mid-level management, and executive level audiences.
- ↳ Facilitate team and sponsor status meetings to ensure the achievement of project metrics and scorecard.
- ↳ Closely monitor the process in defining project scope and plan in alignment with business needs and client's project expectations.
- ↳ **Spearheaded the development and implementation of statewide finance cash application and workflow system for prototype national claims cash reconciliation solution, which met SOX finding satisfaction and heightened efficiencies for end users.**
- ↳ **Capitalized on Kaiser and industry expertise in implementing change management and operational readiness activities.**

**Business Consultant/ Senior Analyst, California Claims Department**

2009–2013

- ↳ Drove the Northern California interest initiative in enhancing interest control process and payments as well as preventing repetitive finding with the department.
- ↳ Presided over the training for the staff on "Managing in a Diverse Workforce" a KP learn course and provided consultative approaches to operations and labor on issues around diversity.
- ↳ Facilitated the knowledge transfer and guaranteed customer satisfaction through successful management of service level agreements.
- ↳ **Efficiently managed contract automation pilot, which delivered real-time assistance in phone queue for operations; thus optimizing immediate turnaround time for pended contract inquiries.**
- ↳ **Co-developed and monitored the interdepartmental and statewide with 10% call reduction and call volume impacting four departments.**

# INFOTECH RESUME

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- ↪ Co-developed the Unit Based and Self-Directed teams in claims administration that strengthened intra team efficiencies and self-identified solutions for business challenges.
- ↪ Applied expertise in providing analysis and consultation to managers and supervisors regarding employee and methods for improving business processes.
- ↪ Designed and imposed employee absence management policy and procedures and workflow processes for staff.

## Claims Supervisor *California Claims Department*

2007–2009

- ↪ Directed and supported the staff responsible for claims processors as well as document preparatory assistants in ensuring timely and accurate processing of paper receipts.
- ↪ Provided mentoring and training for the staff during one-on-one team meetings and performance evaluation including disciplinary action, hiring, and termination of staff.
- ↪ Maintain involvement in volunteer events and community projects.
- ↪ **Streamlined the of Sierra Health Care processes, from the claim adjusters to the intake unit, which generated additional claims and improved days' work on hand metrics.**
- ↪ **Demonstrated efficiency in mitigating two FTE with \$88K annual revenue as temporary staff to the claims intake unit.**
- ↪ **Formulate strategic inventory reduction plans and staffing models in alignment with company metrics and targets.**

## Team Manager, *Membership Services Call Center*

2004–2007

- ↪ Closely monitored 21 labor customer service representatives in responding to inquiries in the call center in a timely and accurate fashion.
- ↪ Facilitated the training and coaching for the staff ad team manager on daily company activities to address and provide existing and emerging customer needs.
- ↪ Oversaw all facet of centralized real-time, operational HUB including the management of call volume and metrics throughout the call center

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## EDUCATION AND CREDENTIALS

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**MASTER OF ARTS IN SOCIOLOGY, 2013**

*CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS, CA*

**BACHELOR OF ARTS IN BUSINESS ADMINISTRATION, 2010**

*UNIVERSITY OF LA VERNE, LA VERNE, CA*

*Alpha Kappa Delta and Pi Lamda Theta*

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## PROFESSIONAL DEVELOPMENT

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Cal State Fullerton, University Extended Education: *Yellow Belt Six Sigma Certificate (2009)*

UC Riverside Extended Education: *Certified Project Management Professional (PMP), In Progress*  
(Expected Date of Completion: 2015)

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## AFFILIATION

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American Society for Quality (ASQ) & American Sociology Association (ASA)

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## AWARD AND HONOR

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MSSA Innovation Finalist to La Jolla 2013: New Member Orientation Innovation Submission