

JEFF JOB FINDER

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Anytown, USA 33330

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EXECUMÉ resume writing expert
for the Job Seeker

CAREER SUMMARY

Results-producing, profit-minded senior executive offering a proven General Management track record in high-volume production and outsourcing operations with vast expertise in mailroom/data management and health insurance industries.

DISTINCTIVE QUALIFICATIONS

Professional Overview

- Documented success in high profile management positions that govern critical production areas.
- Over 13 years of experience in all aspects of healthcare insurance operations and management.
- Adept in forecasting, budgeting, expense control, bid management, and maximizing profits.
- Astutely respond to rapidly changing situations with relentless focus on accomplishing goals.
- High-level client and international vendor management and business development support skills.
- Deadline-driven, quality-focused manager, demonstrating proactive leadership techniques.

Operations/ Management

- Skilled in planning, organizing and implementing start-up production and IT operations.
- Talented in managing high-tech assets/advanced technology and organizing large-scale projects.
- Advanced team-building skills along with strong training, developing, and mentoring abilities.
- Exceptional operational analysis, strategic/capacity planning, and decision-making strengths.
- Innovative creator of profit-enhancing cost control and efficiency measures to improve results.

EXPERIENCE

XYZ BUSINESS PROCESS SOLUTIONS – Anywhere, USA

(1998-2006)

(Acquired Mail Technologies)

BUSINESS UNIT MANAGER

With full P&L accountability, comprehensively managed a \$7.5M, 48,000 s.f. outsourcing mailroom operation, which processes over 150,000 envelopes daily and 3.5 million medical claims monthly. Led an executive leadership team of 8 in directing a staff of 350 employees in a deadline-contingent, performance-critical environment that serviced 40 regional offices as part of two major outsourcing contracts with Healthcare USA and AARP.

Leadership Highlights:

- Championed the centralization and cost-effective streamlining of 40 regional mailroom operations.
- Spearheaded and developed a new mailroom in San Antonio including IT set-up and staff training.
- Launched \$150K mailroom expansion project, coordinating all facets of a customized build-out.
- Instituted and managed a new internal FEPS payroll system that tied compensation to production.
- Promoted from an Assistant Manager position within one year based on implementing high-impact improvements in team-building, employee efficiency, operational work flow, and IT strategy.

Accountability Highlights:

- Analyzed P&L statements, reviewing both budgets and production-related projections daily.
- Directed the production and facility management of a 3-shift, 7 days a week operation which included equipment maintenance/upgrades and asset management of 12 Kodak7500 image scanners.
- Key role in determining customer pricing and profit feasibility of assuming 24 new projects.
- Partnered with outsourcing vendors abroad to manage jointly-supported production flows despite often unstable foreign markets to ensure the achievement of unforgivable, interdependent metrics.
- Oversaw 3 remote customer mailroom operations, requiring multi-operations management skills.

Strategic Initiatives:

- Instrumental role in securing AARP contract; participated in designing pricing and specifying equipment/facility/manpower requirements; awarded new mailroom contract over 3 other sites.
- Key influencer in new business growth that precipitated additional contracts related to check tracking/reconciliation, provider credentialing, document storage/retrieval, imaging, dental mail.
- Improved management/employee communications by instituting coffee talks/monthly meetings.
- Initiated innovative recruiting program with Hispanic community that increased workforce by 60.
- Mentored and transformed Team Leaders into Managers, who earned corporate promotions.

EXPERIENCE**BUSINESS UNIT MANAGER (Cont.)***Results &
Accolades:*

- Achieved 100% success in delivering a 24-hour processing turn-around for 20 out of 21 months while exceeding quality goals in all 6 major categories with 98% accuracy for 4 consecutive years.
- Increased profit margin from 10.6% in 1998 to 13.2% in 2001, overachieving 2001 goal by 22.4%.
- Dramatically increased revenues from \$2.7M to \$6.5M in 3 years, outpacing 2001 goal by 4.6%.
- Restructured production programs, developed internal data capture controls, instituted improved processes, and redefined job descriptions to decrease payroll costs from 45% to less than 38%.
- Earned Presidents Club, the company's highest managerial award, all three years of eligibility.
- Received \$34,000 in client-awarded performance bonuses in 2000 and \$38,500 in 2001.
- Decreased employee turnover rate from 18% to less than 5% in one year.

*IT/IS
Operations:*

- Managed all IT operations including database management, hardware/system maintenance, networking, software development, contingency planning, and technology optimization.
- Key role in developing and managing website/servers with real-time customer reporting/metrics.
- Designed 30+ database queries in Seagate Crystal and Excel to support internal/client reporting, production monitoring, and payroll functions, some of which required real-time web interface.
- Initiated/managed relocation of IT department from production floor to highly-secured location.
- Oversaw major conversion from Access to SQL server database and managed a core technology upgrade that included transferring to cable and re-networking a 50-PC, 5 server infrastructure.
- Implemented contingency plan with a RAID-5 back-up system and higher-powered generator.

HEALTHCARE AMERICA – Anywhere, USA

(1985-1998)

SUPERVISOR, *Clerical Department*

Directed a team of 45 staff in diverse mailroom management and document control functions including mail archiving, information processing, organization, and distribution. Managed vendor relationships with offshore, outsourced data entry providers.

*Contribution
Highlights:*

- Initiated process improvements and streamlined procedures, reducing staff from 45 to 25.
- Centralized the microfilm archiving unit and eliminated redundant processes.
- Planned and executed a successful relocation of a 200-employee Pittsburgh Service Center.
- Selected for National Task Force to outsource the mailroom and claims data entry function; masterminded new mail routing procedures and assisted in designing manuals/quality programs.

SUPERVISOR, *Customer Service Team*

Managed large client healthcare plans, ensuring proper benefits administration for clients X and Y. Led a team of 12 in providing customer support to clients with unionized employees. Attended 50 Union meetings to communicate employee benefit coverage, interfacing frequently with Union Reps and Client Administrative teams. Received MetLife's Service Recognition Award.

**Prior
Positions:**

SPECIAL TASK FORCE (Ireland): One of 7 selected for an elite start-up team out of 30 regional offices. Key contributor in the launch of new overseas offices. Assisted in hiring and training Claims Processors; evaluated personnel in order to build a quality staff and management team.

CORPORATE TRAINER: Traveled to 5 offices nationwide conducting formal claims processing training for Claims Processors. Demonstrated strong presentation and training skills.

CUSTOMER SERVICE REPRESENTATIVE/CLAIMS PROCESSOR: Expeditiously handled customer call management, fielding complaints, resolving discrepancies, researching problems, and responding to inquiries. Performed data entry and management of medical claims payments.

** Acquired previous management and leadership experience with Fast Food Corporation and Major Retailer in Anytown, USA, 1981-1985.*

EDUCATIONLEARNING CITY COLLEGE – Learning, USA**B.S. IN MATHEMATICS**, 1981 **Self-financed 100% of education through full-time employment***TECHNOLOGY**

Proficient in Access, SQL, Windows NT, PowerPoint, Word, Excel, Crystal, Web Design