

Objective

Utilize my skills and training to develop products and document processes, while making a significant contribution to the success of the company.

Product Manager II – SS&C Health/DST Pharmacy Solutions

Product Development Leader

- Lead Medicare/Medicaid Program projects as the Subject Matter Expert of a product (Medicaid Encounters, Sanctioned Provider, Provider Enrollment, etc)
- Identify and define the business need with research and analysis of system changes
- Document the impact to customers and translate into business requirements for IT
- Function as a liaison between Client Services and IT for projects (business requirements, development, testing, training, rollout and implementation needs)
- Create written communications to customers to specify Medicare/Medicaid requirements and guidelines, provide project updates and completion of enhancements
- Attend quarterly National Council for Prescription Drug Programs (NCPDP) Work Group meetings and participate in several NCPDP Task Groups

Technical Writer/Editor - SS&C Health/DST Pharmacy Solutions

- Develop, organize, write and edit new technical documentation (internal and client-facing bulletins, announcements, procedures, etc).
- Create and maintain interactive forms based on direction from business and operational areas; maintain library of forms for access across the organization
- Interacts with subject matter experts and requesters to ensure documentation meets business requirements.

Unit Manager – DST Systems

- Manage several teams in the Call Center to support incoming calls and emails in a quick and precise manner
- Participate in legal and marketing reviews of documents to validate content is current and comprehensive.

Accomplishments

- Six Sigma Yellow Belt
- Girl Scouts – Troop Leader

Education

- University of Missouri Kansas City / Bachelor of Business Administration – Marketing
- Johnson County Community College / Associate of Communication Design