

GAIL TAYLOR

76 Rosebud Avenue • Newark, New Jersey 07772

Residence: (555) 123-4567 • Mobile: (555) 999-8765

E-mail: Gail@nj.net

MANAGED CARE / HMO PROFESSIONAL Certified Professional in Healthcare Quality (CPHQ)

Project Management / Cross-Functional Team Leadership / NCQA Accreditations / Policy/Procedure Development

Seasoned healthcare executive motivated by challenge and rewarded through the seamless implementation of key corporate initiatives that aid profitability, productivity and quality. Acknowledged for vigorously managing multifaceted NCQA accreditation projects, applying stringent standards and rallying cross-functional team participation that serves to elevate marketplace status as a formidable competitor. Commended throughout career for ability to deliver highly visible projects on-time and on-budget, develop streamlined policies/procedures aligned to the HMO environment, and champion the integration of quality improvement principles, standards and practices within the healthcare sector.

Professional strengths include:

Program Design & Development
Process Improvement/Reengineering
Accreditation Audits/Reviews

Team Building & Leadership
Quality Management
Strategic & Long-Range Planning

Documentation Reviews/Rewrites
HEDIS Performance Measures
NCQA Accreditation Reviews

Technology talents include working knowledge of MS Word, Lotus Notes and Outlook Express.

BUSINESS EXPERIENCE

ABC COMPANY, Newark, New Jersey

1998-Present

International training, development and consulting company specializing in project management workshops.

Senior Consultant/Trainer

Reputation for driving quantifiable advances for previous employer prompted management's interest and an offer to join an expanding team of trainers managing the company's increasing work volumes. Assignments range from brainstorming and strategizing new training benchmarks, and managing high profile projects, to designing and facilitating workshops, driving continuous quality improvement, and conducting intensive organizational assessments/surveys and analyses. **Special assignments/highlights include:**

- **Streamlined, revamped and facilitated company's flagship product**—the *Foundations of Project Management*. Successfully accomplished management's brief to condense the 5 day program by 2 days to meet and exceed client's expectations "better, faster and cheaper". Program developed for Some Company has enjoyed growing enrollments confirming the program's popularity and integrity.
- Achieved the **highest evaluation ratings of all instructors** involved in Some Company's Project Management Master's Certificate Program.
- Dramatically reduced instructors' complaints and elevated levels of administrative support staff by implementing results of intensive "Instructor Services Quality Improvement Project". Quizzed instructors in perceived level of support in conducting off-site training in terms of available information, resources and training materials; spearheaded a series of administrative procedures to meet instructors' needs, resulting in vastly improved relationships between instructors and office staff.
- Pioneered and chaired a series of "**Best Practice**" forums for product users and instructors to brainstorm new ideas, share information, and discuss in-vogue project management trends. Forums explored fresh perspectives, and fostered new levels of camaraderie and cooperation.
- Embarked upon ambitious project to revamp the "Foundations of Project Management" Manual. Collaborated on the manual's philosophy, content and format, drove stalled negotiations, persisted in following through development segments, and delivered comprehensive manual to the company President in 2 years, triggering highly positive feedback from all facilitators and workshop participants.
- Personally selected by company President to join an elite taskforce formed to review, revamp and upgrade Some Government Agency's program management curriculum and internal project management certification process.

BUSINESS EXPERIENCE Continued

ABC COMPANY, Newark, New Jersey

Current Special Assignment

Personally selected by the company President to assume role of administrator for Some Government Agency's Assessment and Development Center. Support assessment center staff, assist in the training of assessors and participants, oversee pre/post session activities including screening, and participant selection; train assessors (senior management personnel) and develop strategic initiatives to promote project within the organization. Evaluations of this cutting edge program have been favorable, with several participants citing the program as the "best they have ever attended at Some Government Agency."

ONE HEALTHCARE COMPANY, Newark, New Jersey 1984-1998
Not-for-profit organization; leading insurance provider. Wide range of healthcare products and services including traditional health insurance plans, HMO, POS, dental, Federal Employee Program, State Health Benefits Program, and Medicaid.

Track record of accomplishment progressing through roles of increasing complexity and authority.

- Program Manager, Reengineering of Utilization Management Project**..... (1997-1998)
- Manager, Quality Improvement/Risk Management**..... (1993-1998)
- Special Projects Manager** (1992-1993)
- Management Development Specialist**..... (1988-1992)
- Assistant Manager, Operations**..... (1987-1988)
- Training Analyst**..... (1985-1987)

CAREER BENCHMARKS & MILESTONES

- Selected to lead complex multidisciplinary effort to improve entire human resources management effort company-wide. Oversaw implementation initiatives of all projects associated with reengineering of 12 simultaneous projects.
- Designed, developed and implemented the *Career Development Seminar*, a 90 minute lunchtime session targeted to address management-level career growth concerns. Quickly became **one of the most popular courses** and spurred the introduction of the acclaimed "new job rotation program."
- Collaborated with divisional Vice President, consulting on the problematic Corporate Division that was challenged by issues impacting productivity and growth as well as personnel conflicts and poor staff morale. Devised and implemented fresh management strategies, team building sessions and time management workshops, and facilitated roundtable discussions with team leaders. **Realized significantly improved morale** over both the short and long term as a direct result of these strategic interventions.
- Seamlessly introduced union staff's "Pay for Performance" initiative **without incident**, subsequent to developing and training assistant managers in employee performance monitoring and assessments.
- Personally selected to conceive a job rotation program for implementation company-wide, which **raised the skills development of staff**, and assured career growth opportunities for potential advancement.
- Responded immediately to NCQA requirement to audit specialists and primary care physicians' offices, by developing the Physician Office Site Review Program. Created Provider Quality Auditor position, recruited, interviewed and hired staff. Developed audit action plan, and comprehensive training for new recruits. **Program widely acknowledged as the premier** office site review program company-wide.
- Advanced interdepartmental and vendor relationships, and heightened marketplace reputation by **winning 1 year accreditation** from NCQA. Managed and directed the National Committee for Quality Assurance reviews. Pivotal contact point for preparing the division, staff, procedures and documentation for stringent review processes.
- Introduced HEDIS studies, applying strict methodology and staff management for data collection related to mammography screening, childhood immunizations and other clinical studies. Results were reported in an HEDIS annual report, and were later released to the general public.
- Produced continuous quality improvement plans and end of year plan evaluations. Launched innovative approach to administer strategy via local area network, with evaluations used by brokers to highlight achievements to potential customers.