

# Katy Perry

813-629-8500

perry@outlook.com

<https://www.linkedin.com/in/katy-perry/>

Applying for Disability Management Consultant – 180001J4 at \_\_\_\_\_

## **Your needs:**

Large client management relationship  
Leader of large teams  
ADM consulting experience

## **My Qualifications:**

Experience leading relationships with Fortune 100 clients  
Teams led ranging from 15 to 375 associates  
Consultant & service delivery leader in ADM operations

## **Competencies:**

Client relationship development  
Project Management  
Certified Facilitator/Coach  
Talent Development  
Cross-functional Operations

Client Consulting  
Six Sigma Yellow Belt  
Process Improvement  
P&L Responsibility  
Team sales participation

Presentation/Public Speaking  
Strategic Planning  
New Product Development  
Forecasting & Budgeting  
Increased Revenue

## **Work History:**

### ***Aetna/Coventry Healthcare WC Division – Tampa, FL***

***5/2011 – 12/2013***

Product Development team member, Aetna Workforce Availability

- **Led strategic planning process**, testing for intake methods, gathered and analyzed data on intermittent FMLA events, reviewed intervention opportunities for return to work/stay at work programs and developed cross-organizational partnerships.

Director, Client Service Operations

- Led teams of 125 associates in Tampa, FL and Sacramento, CA responsible for resolving payer/client issues.
- Identified process improvements resulting in 30% reduction in resolution turnaround time.
- **Developed new quality processes**, identifying areas for additional training leading to greater consistency, improved service and 20% error reduction.

**Consolidated product operational support, resulting in over \$250,000 annual savings.**

### ***Ceridian (EAP/WorkLife Services) – St. Petersburg, FL***

***10/2005 – 3/2007***

Health and Productivity Management Program

- Assisted in the development of Health and Productivity Management product; **sales and account management training and product marketing strategies.**
- Reduced intermittent FMLA absences by 40% in first year of administration.

- Established disability claims unit managing short and long-term disability claims; telephonic medical case management unit managing disability and worker's compensation claims; absence reporting and FMLA administration.
- Selected as a cultural transformation champion facilitating personal development seminars to increase overall leadership effectiveness and create high performing, engaged work environments.

### ***Additional Work History:***

#### ***Motivano/BenefitHub – Tampa, FL***

***12/2015 – 4/2017***

VP, Client Services & Operations

- Developed Client Account Management for Top Fortune 500 clients and client support matrix for voluntary benefits technology company.
- Generated referrals from existing client base resulting in over \$400,000 revenue from new sales.

**Increased site participation by more than 40% in 2016 over 2015 increasing revenue by over \$500,000.**

#### ***Bankers Financial Corp – St. Petersburg, FL***

***8/2014 – 9/2015***

Director, Service Operations

- Led **contact center/policy services teams** in Tampa, FL and Metairie, LA responsible supporting Personal and Commercial insurance products. Member of team that set-up Avaya Aura contact center platform.

**Improved turnaround time on policy transactions by 55% in six months.**

#### ***JPMorganChase – Tampa, FL***

***6/2008 – 10/2010***

VP, Client Experience and Client Inquiries, Liquidity Solutions Operations

- **Developed team facilitating** large, sensitive global client experience with Liquidity products.

### ***Education:***

University of Dayton – Dayton, OH BA – Communications/Journalism Minors – Management, Political Science

Six Sigma Yellow Belt -- Ceridian

Master Coach/Facilitator, Senn-Delaney Leadership

Endorsement

**“Katy had a broad mandate to work with a project team, IT, and outside resources to create product elements. She was excellent at developing both internal and external relationships and partnerships. I could always count on Katy to stay on top of issues and workflows to bring key results into being.”** Joe Simonds, Managing Principal – Joe & Associates (leader of Workforce Availability Project team)