

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

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

“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)