



With over a decade of experience in process improvement, customer service, and operational management within the healthcare industry, I bring a deep expertise in driving efficiency and enhancing customer-centric operations. I have a demonstrated history of leading cross-functional teams, executing high-impact process improvement initiatives, and facilitating comprehensive training programs.

Proficient in data analysis, root cause analysis, and Lean Six Sigma methodologies, I excel at developing sustainable strategies that yield measurable improvements in performance. My accomplishments include reducing operational costs, increasing process accuracy, and achieving substantial cost savings through targeted strategic initiatives.

Passionate about fostering positive, progressive customer experiences and leverage strong interpersonal and communication skills to engage stakeholders across all organizational levels. I seek to continue applying my leadership, analytical, and process optimization skills in a dynamic role that drives operational excellence.

#### CONTACT

PHONE:

#### LinkedIn

[Linkedin.com/in/Vernisha-garner](https://www.linkedin.com/in/Vernisha-garner)

EMAIL:

#### HOBBIES

Reading  
Traveling  
Coloring  
Lifestyle TV and Commercial

# VERNISHA GARNER

Senior Process Improvement Professional, LSSGB

## EDUCATION

### LSU

February 2024 – July 2024

#### Project Management Certification

Learned range of skills that are crucial for successfully managing projects across various industries such as, project planning, and scheduling, risk management, cost management and budget, leadership and team management, project execution and monitoring, and more.

### Thinkful @Chegg

Feb 2023 – Aug 2023

#### Digital Marketing Certification

Obtained skills such as SEO (search engine optimization, Pay-per-click advertising, content marketing, social media and email marketing, data analysis and marketing analytics, CRO (conversion rate optimization, branding and story telling and more.

### Western Kentucky University

August 2007-August 2012

#### Bachelor of Arts in Psychology with a Minor in Gerontology

Obtained skills such as critical thinking, research and analysis, understanding of the human behavior, communication, empathy and interpersonal skills, problem solving and decision making, as well as teamwork and collaboration and more. Completed Dynamic Leadership Institution, Sister to Sister Mentorship.

## WORK EXPERIENCE

### Humana Inc, Senior Process Improvement Professional

November 2013– Present

Analyze and measure business processes to identify inefficiencies and areas for improvement. Strategically develop and implement sustainable process improvement strategies using Lean and Six Sigma methodologies, lead cross-functional teams to execute process-improvement projects.

**Achievements:** Reduced operational costs by reducing credentialing denials by 10%, saving over \$75,000 annually by enhancing Cred Bot application. Improved Network Loading Grid accuracy by 50% by implementing a governance and development of new application.

Achieved: Lean Six Sigma certification for excellence in process improvement

### Humana Inc, Senior Consumer Service Operations Professional

Utilized and analyzed provider data to improve the accuracy and completeness of our contract loading processes. Identified and resolved issues related to contract loading and system performance.

Developed and enhanced detailed process documentations to support the accuracy and efficiency for loading provider contracts.

Provided training and support to our contract load teams and impacted business areas on contract loading related processes and system functionalities.

**Achievements:** Co-Led a project that resulted in \$300,000 in savings for Contract Load over 2 months of collaboration with the Interest and Penalty Team and IPAR review. Reduced rework by 39% from September 2019 to May 2020 through education and implementation of a standard process utilizing raw data.

**Humana Inc, Provider Installation 2**

Managed the implementation of assigned provider accounts, ensuring accurate and timely loading. Executed database loading, and preparation of necessary documents and materials for loading contracts accurately. Addressed and resolved inquiries related to provider contract load set up, providing effective solutions to concerns. Independently made decisions regarding work methods, even in ambiguous situations, with minimal to no supervision.

**SKILLS**

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