

Dana Spencer

Objective: Seeking a position where I can exhibit my skill set to contribute to the overall quality of care and outcomes while managing costs that translates to the profitability of my employer while utilizing my professionalism, strong self-motivation and initiative to ensure overall satisfaction

Summary of Skills:

- Proficient in Microsoft Office Word, Excel, PowerPoint and Outlook
- Experienced in effectively working in a team environment
- Articulate written and verbal communication skills
- Able to establish and maintain strong relationships with cross functional teams
- Work well managing multiple projects under pressure while meeting extremely tight deadlines
- Self-motivated, results driven professional

Employment History:

Humana

Business Consultant/Product Owner: May 2012

Business Analyst: May 2010 – April 2012

Medicare System Tester: May 2007 – April 2010

Information Specialist: May 2005 – April 2007

- Implemented Medicare, Medicaid and Long-term Care business generating over \$5B in new business revenue
- Collaborate with cross functional teams to develop requirements for Medicaid implementations
- Lead a team of 9 IT developers to enhance timeliness of State and Government mandated timeframes
- Research and resolve complex issues to influence enrollment system changes
- Optimize existing processes to ensure efficiency and identify opportunities to improve current functionality
- Wellness ambassador engaging associates to meet their wellness goals
- Continuous focus on process improvements to reduce negative impacts to downstream systems
- Diagrammed decision tables to ensure all scenarios were accurately tested

EDUCATION

Bachelor of Administration – Accounting, Eastern KY University, Richmond, KY

PREVIOUS AFFILIATIONS / COMMUNITY LEADERSHIP

- Louisville Associate Connection Council; Center for Non Profit Excellence, Former Member
» Weekly Teach 8th/9th Grade Girls; Women's NRG; IMPACT NRG;
- Junior Achievement, Shawnee High School Past Instructor
- Former Northside Christian School Athletic Volunteer
- Boys & Girls Haven Volunteer
- Habitat for Humanity Volunteer
- Waggener High School Speed Mentor / Volunteer