



Nicole E.

Untapped Potential Candidate

Canton / CT

860-977-9408 / fellowship@upotential.org

PROFILE

A highly organized professional with experience in administration and customer service. Technical skill of proposal writing and client management.

EDUCATION

M.B.A. - CLARK UNIVERSITY, Worcester, MA

B.A., Psychology - UNIVERSITY OF MASSACHUSETTS

RELEVANT EXPERIENCE

CIGNA HEALTHCARE OF MA, Worcester, MA

Client Strategy Specialist, 2 Years

- Responsible for book of business with approximate annual premium of \$13.5 million.
- Provided proactive client management and customer service.
- Provided timely and accurate problem resolution for clients and brokers to maintain client retention and ensure satisfaction with Cigna.
- Coordinated and attended open enrollment meetings. Present and sell plan benefits to prospective members.

PRIVATE HEALTHCARE SYSTEMS (PHCS), Waltham, MA

Senior Business Development Analyst/RFP Writer, 2 Years

- Enhanced sales outcomes through the timely and professional completion of external and internal RFPs, RFIs and surveys.
- Developed and maintained positive relationships with PHCS carrier staff, brokers and consultants.
- Promoted client use of PHCS network by preparing fee schedule comparisons, analyzing Geo Network reports and completing disruption analyses.
- Responded to ad hoc requests for data from internal customers and clients.

HEALTHSOURCE MA/CIGNA, Worcester, MA

Administrative Assistant, 1 Year / Project Coordinator/Request For Proposal (RFP) Writer, 2 Years

- Performed all responsibilities of administrative support with high level of attention to detail, very strong organizational skills and excellent interpersonal skills.
- Responsible for entire process of responding to requests for proposals, including collection and organization of data in compliance with employer specifications.
- Served as facilitator for large team that successfully reengineered new and renewal account workflows resulting in more effective communication and reduced paperwork.
- Supervised staff and redesigned company's committee structure to meet critical National Committee for Quality Assurance guidelines which resulted in accreditation being achieved.
- Coordinated submission of annual Healthcare Effectiveness Data and Information Set reporting used for comparing and rating health plans on a national basis.

RELEVANT EXPERIENCE

AVON BOARD OF EDUCATION, Avon, CT

Recording Secretary, 1 Year / 2017

- Prepared and disseminated documentation relevant to Board of Education business.

- Provided timely, accurate and detailed minutes for Board of Education and Board Subcommittee meetings
- Ensured compliance with Freedom of Information Act guidelines.
- Provided administrative and project support to Superintendent of Schools.

CANTON PUBLIC SCHOOLS, Canton, CT, 1 Year

Substitute Teacher, Provided classroom coverage for grades K-6 and completed assigned tasks.

COMMUNITY SERVICE

President: Town of Canton, Public Schools Parent Teacher Organization

Girl Scouts of America Leader

Secretary and Board Officer: Canton Youth Soccer Association

Coach: Youth Soccer