

MARGARET M.

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City State
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PROFILE

Self-starter and dedicated professional with over 10 years experience in **Human Resource, Operations, and Branch Management** within service-oriented industries and government branches. Skilled in the areas of personnel management, training and recruiting, creative problem solving, program development, and process change implementation. Strengths in MSExcel and MSWord.

CAREER HIGHLIGHTS

Human Resources

- **Mentored and trained junior representatives** as an Associate Support Center Specialist. Provided oversight and direction on job duties and responsibilities, system information, and customer contact procedures. Acted as a resource / contact person.
- **Recruited, interviewed, and hired new employees** during open houses and job fairs in an environment with a 90% turnover rate.
- **Presented new hire orientation and training** as an Executive Assistant. Maintained new hire information, reported employee time, and prepared payroll.
- **Promoted to manage 24 direct reports** as a Branch Manager for NSSF government branch, including hiring, evaluating, and training. Presented one-on-one training orientation.
- **Created the Human Resources Department** for the Westlands Branch office in Nairobi, Kenya.

Policy / Program Development

- **Increased efficiency and reduced phone time** by recommending and implementing process changes for (company name).
- **Reduced cost by developing and implementing policy changes** within the department in terms of processing medical benefits (*in-network and out-of-network policies*).
- **Developed programs** that provided Inspectors at NSSF with critical tools to enhance their productivity. **Established performance management systems** to monitor their progress.
- Created a program to reduce claim process by 3 months.
- **Set up recruitment process guidelines** based on minimum requirement skill sets which ultimately assisted with hiring the right individuals for the job.

EXPERIENCE

COMPANY NAME – Bloomington, Minnesota
(3rd party prescription benefit administrator).

2000 – present

Prior Authorization Coordinator (2005 – present) (*Prioritization Department*)

- Review and authorize patient prescriptions submitted by their physicians. Work in a fast-paced, busy environment with 24-48 hour turn-around time.

Claims Specialist (2004 – 2005) (*Claims Department*)

- Reviewed member benefits to determine eligibility. Dealt with legal department regarding HIPPA, health issues, and non-disclosures.

Associate Support Center Specialist (2003 – 2004) (Call Center)

- Handled escalated calls from junior representatives. Worked in an environment with a heavy-call volume. Serve as technical expert to the call center team to assist with resolution of client-related issues. Act as liaison to other departments.

Customer Service Representative (2000 – 2003) (Call Center)

- Received and resolved inbound call problems.

MINUTEMAN – St. Paul, Minnesota
(Repair company for vehicles)

1999 – 2000

Executive Assistant (1999 – 2000)

- Performed human resources and customer service functions. Managed sr. executive calendar and coordinated meetings utilizing MSExcel. Made travel arrangements.

NSSF – Nairobi, Kenya
(National Social Security Fund)

1991 – 1998

Branch Manager (1993 – 1998) (Westlands Branch District Office)

- Managed all facets of the branch including personnel supervision, budget management, human resources, and program implementation. Assisted members of the fund with their benefits and retirement plans. Coordinated with other government agencies to ensure compliance from employers. Successfully implemented HR programs which ensured consistency throughout the branch and provided inspectors with critical tools to enhance productivity.

Inspector (1991 – 1993)

- Assigned to an area of operation with over 80 clients. Ensured clients were in compliance with NSSF rules and regulations. Ensured member contributions were submitted in a timely manner. Prosecuted non-compliant companies in a court setting.

EDUCATION

ST. THOMAS UNIVERSITY – St. Paul, Minnesota

M.B.A. Human Resources Management; 2002 – present

- Pending graduation in Spring of 2006

PUNE UNIVERSITY – Maharashtra, India

M.A. Economics; Graduated 1990

B.A. Economics; Graduated 1988

Chairlady for Kenya African Students