

GERALD M. JOINER

OBJECTIVE

A challenging senior level management position where my business knowledge, project management and communication skills would be utilized to meet corporate goals with opportunity for professional development and added responsibility.

HIGHLIGHTS OF QUALIFICATIONS

- Reliable self-starter w/ demonstrated ability as a team player.
- Leader/Manager who mentors others.
- Problem solver known for developing business solutions, organizing chaos, defining direction, and leading teams to deliver solutions.
- Dependable, professional with a strong work ethic and a reputation for finding cost effective solutions.
- Certified Lean Leader

CORE COMPETENCIES

Strategic Planning • Project Management • Program Development • Program Evaluations
Staff Training and Development • Written and Oral Communication • Negotiations
SDLC Experience • Personnel Administration • ITIL Foundations Training • Customer Service

PROFESSIONAL EXPERIENCE

Humana: Louisville, Kentucky

2016-Present

Product Owner

- Managed product roadmap and strategy for a 500K product
- Led a multi-disciplined cross functional business support teams responsible for technical assistance and product implementation
- Gather and review requirements with customer to ensure customer needs and priorities are defined
- Write and backlog user stories in an agile development environment to order business needs of the customer
- Created presentation and provided overviews of new products to internal/external customers
- Ensure all customer issues are resolved in a timely manner

Key Accomplishments:

- Auto EDI Production go live for processing of electronic eligibility file by Commercial Enrollment business unit
- Successfully piloted the Auto EDI tool's self-service functionality with external user

Humana: Louisville, Kentucky

2012-2016

Process Manager

- Directs a diversified team of 20 onshore and offshore teams to responsible for electronic eligibility files implementations for commercial large group business
- Developed new and managed existing file implementation processes for large group commercial EDI operations reducing
- Reengineered team operations to combine differing cultures and operating strategies into cohesive business unit
- Developed business metrics to report performance outcomes to business owners and key stakeholders
- Manage day to day vendor operations for eEnrollment WEB and EDI teams

Key Accomplishments:

- Increased productivity team productivity 40% by Developing custom dashboard to report manage the electronic file production
- Four months ahead of schedule migrated 30% of WVB clients from a sunset system to a new platform

Synergy Consulting, LLC: Louisville, Kentucky
President /Lead Consultant

2010-Present

- Led a 30-person multi-discipline project team through an enterprise-wide process improvement strategy.
- Developed strong communication, problem solving, analytical and relationship building skills.
- Through daily meetings built credibility, established rapport, and maintained communication with senior level stakeholders.
- Maintained continuous alignment of program scope with strategic business objectives and made recommendations to enhance project effectiveness.

Key Accomplishments:

- Led \$800K enterprise-wide sales process improvement initiative.
- Met project deliverable, schedule and budget goals, while leading a 30-person multi-discipline project team.
- Utilized Cause and Effect Matrix for key problem identification to decrease incident reporting by 15%.

Ebit Information Systems: Jeffersonville, Indiana
Account Manager

2010-2011

- Coordinated product delivery solutions to meet client needs.
- Lead negotiator in client-facing contract engagements.
- Project Manager for all service delivery for managing client relationships.

Key Accomplishments:

- Healthcare account lead averaged 9 new job orders per month, exceeding peer production by 40%.
- Go to person for client contract disputes with a reputation for turning negative relationships into new revenue.
- Go to person for hunting and farming healthcare accounts.

Health Enterprises Network: Louisville, Kentucky
Director of Interactive Learning (promoted from Member Engagement)

2006-2009

- Designed training curriculum for executive level business acumen program.
- Managed day-to-day operations of the Louisville Healthcare Fellows Program.
- Lead Project Manager for network's special events.
- Designed educational programming focusing on the latest trends in the healthcare ecosystem
- Developed processes & controls to track quarterly revenue estimates ensuring timely payables.
- Developed network marketing and communication plan increasing regional awareness.

Key Accomplishments:

- Designed and implemented membership retention strategy that decreased delinquent dues by 25%.
- Key liaison for senior stakeholders and clients needs.
- Decreased Louisville Healthcare Fellows Program expenses by 25% by reengineering program processes.
- Decreased YOY special event related expenses by 15% by standardizing event related activities.
- Increased network's membership by 30% over previous year.

EDUCATION

Bellarmine University: Louisville, Kentucky
Master of Science, Applied Information Technology **2011**
Master of Business Administration **2001**

University of Louisville: Louisville, Kentucky
Bachelor of Science, Sociology **1998**

TEACHING EXPERIENCE

Indiana Wesleyan University **2005-2010**
Adjunct Professor
Course offerings: Management and Leadership, Strategic Planning, Strategic Marketing and Executive Methods of Leadership.

University of Phoenix **2012-2015**
Adjunct Professor
Course offerings: Healthcare Informatics, Healthcare Information Systems, Communication Skills for Healthcare Professionals, Healthcare Communication Strategies

TECHNICAL SKILLS & ABILITIES

Microsoft Office Applications: Word, Excel, PowerPoint, OneNote, Visio and Project
ITIL Foundation Training
Training in PMP Methodologies
Six Sigma Lean Certification
Six Sigma Green Belt

ORGANIZATIONS AND ACTIVITIES

Alpha Phi Alpha Fraternity, Inc. Alpha Lambda Chapter, Louisville, KY
Zion Missionary Baptist Church, Associate Minister and Member of the Trustee Board
Past Chapter President Bluegrass Chapter of HIMSSS
Past Chapter President Kentucky Chapter National Black MBA Association