

Kristian M. Dudgeon

Key Competencies

- Dynamic leader within cross-functional teams with a proven track record of cultivating strong working relationships with key stakeholders
- Flexible collaborator experienced in leveraging exceptional written and verbal communication skills to influence strategy and maintain relationships with internal and external business partners
- Solutions-driven professional with demonstrated ability to thrive in high-intensity work environments, utilizing problem solving and organizational skills to achieve business goals
- Knowledgeable, resourceful leader with extensive record of overcoming obstacles while promoting efficiency, delivering high-level results
- Passion-driven advocate committed to enhancing member engagement, understanding, and experience with Humana products, services, and materials

PROFESSIONAL EXPERIENCE

Humana, Inc., Louisville, KY

Retail Product Design & Development – Representative 3

September 2018 - Present

- Develops and executes Individual Medicare Advantage product strategy through all stages of product development life cycle
- Lead quarterly federal Value Based Insurance Design (VBID) utilization reporting for Humana Healthy Foods Card
- Manage monthly Healthy Foods Card data reporting and distribution
- Researches and identifies new product pilot opportunities with a member-centric approach
- Promoted in July 2019 to facilitate internal process documentation and implementation
- Collaborates with internal business partners to create, conduct, and execute annual process trainings
- Leverages consumer and competitive research for plan enhancement proposition, analysis, and evaluation

MRA Dual Eligible Outreach – Outbound Contacts Representative 3

June 2017 – September 2018

- Facilitated Medicare Savings Program activations, driving enterprise revenue and consumer well-being through economic empowerment
- Drove improved health outcomes for Medicare beneficiaries through education and attainment of state medical assistance
- Reduced social, environmental, and financial patient health barriers by providing partial-Medicaid education and application assistance to dual eligible membership
- Regularly exercised discretion and judgement in prioritizing requests; interpreted and adapted procedures, processes, and techniques as needed to meet and exceed members' needs, independently.

Inclusion & Diversity; Consumer Engagement – Humana Black Achievers Intern

June 2013 - August 2016

- Directed strategy, execution, and presentation of 2016 Black Achievers Internship Program Summer Project
- Designed and implemented National Programs class on Women's Health Needs After 65; presented at Humana Guidance Centers nationwide
- Composed Executive meeting presentation for CDC and Humana officials seeking partnership in Bold Goal execution
- Created "Executive Leader Info Pack" by converting internal documentation and metrics into accessible booklet for Executive use
- Benchmarked I&D best practices of DiversityInc. Top 50 companies to map Humana improvement strategy, laying the roots for Humana to be named on the Top 50 list 2018-2020

EDUCATION

University of Kentucky, Lexington, KY

May 2017

B.A. Digital & Mass Communication

- 3.468 GPA; Cum Laude
- Journalism and African American Studies Minors
- Honors Program

LEADERSHIP, HONORS, AND ACTIVITIES

- *The Kultured Queen* Blog – Creator & Designer
- *Kultured Commentary* Podcast – Creator & Host
- Humana Black Achievers Scholarship Core Team/Advisory Council
- Humana Retail Product Development Culture Team – Newsletter Columnist
- Humana Radio – “D!srupt Live” Executive Producer & Co-Host
- Humana Women’s and IMPACT Network Resource Groups – Member
- Lambda Pi Eta National Communication Association Honors Society
- The Kentucky Kernel, Contributing Columnist
- Humana Black Achievers Scholarship & Internship Program – Recipient/Recurring Intern
- Mentor – Big Brothers Big Sisters of Kentuckiana
- Tutor/Mentor – Lighthouse Community Center