

Tamesha D. Muir
9820 Valley Farms Blvd.
Louisville, KY 40272

SUMMARY

Experienced professional with demonstrated skills that include effective organizational and facilitation skills, comprehensive knowledge of healthcare clinical processes, and information technology infrastructure. Accomplished in healthcare reporting and analytics, performance management, and continuous process improvement.

EDUCATION

Bellarmine University, Louisville, KY

2002

Bachelor of Arts in Economics with a minor in Business Administration

PROFESSIONAL EXPERIENCE

Aetna Better Health of Kentucky, Louisville, KY
Senior Informatics Analyst

2018-Present

Aetna Better Health of Kentucky, Louisville, KY
Informatics Analyst

2013-2017

- Perform statistical analysis using SAS of varied healthcare data to evaluate programs, compliance, processes, and product solutions using medical, pharmacy, and utilization data.
- Create and design reports and reporting tools using SQL based programs. Extract data from multiple sources and create integrated analytic datasets and reports to address business trends, compliance, utilization, and productivity.
- Assess data and analyze quality to identify and correct data issues. Document methods, specifications, and results clearly. Develop and validate efficient reporting applications and processes.
- Create and evaluate the data needs of assigned projects and assure the integrity of the data. Manages resources efficiently to complete assigned projects accurately and on time, adhering to quality and compliance.

Mutual of America, New York, NY
Compliance Coordinator

2011- 2013

- Perform FINRA registrations and state securities licensing for individual registered representatives, including pre-hire background checks, review and processing of initial and amended Form U-4, approval and terminations through FINRA CRD Internet site.
- Monitor AML and CIP reporting including SARs and new account profiles for inconsistencies.
- Establish and maintain central record keeping system consisting of the Broker/Dealers', Investment Advisors', and registered personnel and associated employee's compliance files.
- Act as a liaison with FINRA and SEC examiners during regulatory examinations of the companies' books and records. Supervise and coordinate state securities examiners' audits of Regional Field Offices books and records.
- Train Mutual of America registered reps of applicable regulatory requirements and consult with Senior Officers of the registered companies.
- Conduct annual compliance reviews on internal departments to ensure policies and procedures comply with FINRA & SEC regulation and prepare report results for the Chief Compliance Officer to deliver to the respective senior executive management and Board of Directors.

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Humana Inc. Louisville, KY
Performance Management-Clinical Operations Analyst

2007 – 2010

- Implemented new initiatives integrating proper process methodology into the operational workflow, reviewing existing processes and procedures for opportunities for continuous improvement.
- Facilitated and managed Process Champion team meetings to evaluate and approved proposed process changes.
- Performed process gap analysis reports related to capturing performance indicators via root cause analysis.
- Evaluated and reported multi-faceted clinical data for decisions regarding suitability of referrals for operational performance, cost, utilization, productivity, and process improvement.
- Created Project Management documentation to include service level agreements, project plans and implementation timelines for projects related to the various clinical programs.
- Created mitigation plans to identify and evaluate potential impacts to business areas.
- Database management and ad-hoc reporting for retention strategies and cost intensive cases for Underwriting.

Bank of America Merchant Services, Louisville, KY
Technical Helpdesk Representative

2006 – 2007

BellSouth Intelligent Media Ventures, Atlanta, GA
Sales Response Team Supervisor

2005 – 2006

- Distributed daily assignments and special projects to team members, monitor ACD (Automatic Call Distribution) systems to ensure calls in queue are not dropped, nor exceed average wait time, created workflow schedules, and ensured quotas and deadlines are met.
- Tracked team members' time and attendance and provide training to new reps and created a Sales Response manual used to aide existing team members in daily procedures, as well as training new hires.
- Communicated weekly in staff meetings with senior management the progress of the department through written reports and oral presentations and established monthly departmental goals.
- Restructured processes and procedures to create greater efficiency in turnaround time for problem resolution and updated the Sales Response team on new policies and procedures.
- Field escalated telephone inquiries, emails, and faxes from sales reps and advertisers regarding various account situations and system problems.

Professional Organizations

- Louisville Urban League Young Professionals (LULYP)
- Toastmasters Intl.

Professional Qualifications

- Six Sigma DMAIC Yellow Belt Certified, 2009
- Microsoft Share Point Administrator, 2009

**Tamesha D. Robertson
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References upon request.