

# Dori ~~XXXXXXXXXX~~, MA

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## HEALTH CARE BENEFITS COUNSELOR | HEALTH CARE BENEFITS MANAGER | HEALTH CARE CONSULTANT | HEALTH CARE ANALYST

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### PROFESSIONAL PROFILE

Professional health care benefits consultant with a Master's degree and 16+ years of experience as a senior health care analyst and consultant. Strong interpersonal communication and leadership skills with dedication to exceptional customer service while remaining production and client focused. Goal-oriented fast learner and team leader with strong problem solving and collaborative skills. Excellent organization, volunteer recruitment, and event management skills. Decisive, supportive, hands-on leader who inspires with integrity, empathy and a sense of humor.

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### SUMMARY OF SKILLS

Benefit Plan Design | Benefit Plan Redesign | Benefit Analysis | Benefit Counseling | Interpersonal Communication Skills | Project Management | RFPs | Presentation Skills | Zoom | Webex | Slack | Benefit Administration Systems | BenefitSolver | MUE U2X | NICE/InContact - Max Agent |VBES SharePoint | MyUnivers | Aon Avenue | Workday | UPoint | RIVS | Microsoft Teams | Healthcare Cost Analysis | Flexible Benefit Plans | ASO Contracts | Provider Risk-Sharing Agreements | Monitoring of Self-Insured Plans | Study Group Design | Communication Strategies | Open Enrollment | Cross-Functional Team Player | MS Excel | MS PowerPoint | MS Word

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### EXPERIENCE

- 11/19-Present    **FOUNDER, OXFORD STREET**, Mequon, WI  
Conduct market research for the potential launch of a business distributing a patented, positively charged purified drinking water product called Watt-Ahh® by AquaNew.com.
- 9/20 - 11/20    **BENEFITS COUNSELOR FOR OPEN ENROLLMENT 2021, AON LLC**, (Remote), London  
Counseled employees of client companies JBS/PPC, Bridgestone, and Budweiser on the value of voluntary benefits as it related to their financial wellness, new and existing benefits, answered questions, and completed open enrollments. Worked on virtual teams to learn the benefit designs and requirements of each client. Communicated via phone and video conferencing including Zoom, Webex, and Slack to ensure superior communications and quality service.
  - **Achieved 100% of goal for customer satisfaction** with enrollments of employee benefit programs.
  - **Acknowledged by clients for excellence in prompt response rate, customer care, due diligence, and follow through** with promised information and service.
  - **Quickly learned and utilized multiple benefit administration systems** including BenefitSolver, MUE U2X, NICE/InContact - Max Agent, VBES SharePoint, MyUnivers, as well as HR management systems such as Aon Avenue, Workday, UPoint, RIVS, and Microsoft Teams.
- 10/03-12/04    **HEALTH CARE BENEFITS CLIENT MANAGER, WAGeworks** (formerly FlexBen), Mequon, WI  
Served as client manager to numerous clients collaborating across internal as well as client teams on different healthcare benefit plans. Consulted on benefit design. Analyzed and redesigned benefit plans for value to employees and cost savings. Presented reports to

corporate client teams on Flexible Benefit Plans, open enrollment, healthcare cost analysis, and communication strategies.

- **Reviewed compliance requirements.**
- **Designed and implemented communications** for new benefits, open enrollment, and special programs.
- **Provided client HR staff support** on benefit administration and communications.
- **Worked across multiple internal teams to provide the highest quality support** for each client's success.
- **Worked with various vendors** to support each client team.

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## EARLY EXPERIENCE

**SENIOR HEALTH CARE CONSULTANT** at *HEWITT ASSOCIATES, LLC* in Lincolnshire, IL and Milwaukee for 6.5 years

Worked as primary Health Management contact for multiple large clients. Consulted in a variety of health care areas including strategy development, benefit design, plan evaluation and selection, corporate contribution strategy, communications, and administration. Developed and delivered presentations for new and existing clients on new products, market trends, and cost evaluations using large-scale analytics, client expectations, and client needs.

*Client lead and project management achievements*

- **Completed multiple bid projects (RFPs) for national and local health care, prescription drug, mental health/substance abuse, life, disability, and paid-time-off.** Planned, resourced, tracked progress, compiled results, summarized findings in client reports and presentations, made recommendations, and assisted with client decision making.
- **Implemented health and welfare programs and benefits** for multiple clients.
- **Updated client human resources contacts** with information of interest, news, trends, and compliance requirements.
- **Developed and maintained numerous vendor relationships** for multiple clients.
- **Assisted in negotiations for annual Health Maintenance Organizations' rates.**
- **Worked collaboratively with internal teams** to develop the best product, strategy, and response for clients.
- **Spearheaded bid for Long Term Care insurance** for the health management practice.

*Achievements coaching and mentoring junior consultants*

- **Built mentoring and coaching relationships** with newer consultants and team members.
- **Encouraged personal growth and success** for ultimate project success.

**HEALTHCARE ANALYST** at *CHEVRON CORPORATION* in San Francisco for 8 years

Responsible for plan design and vendor management for multiple carve-out benefit plans including FFS, POS, MHSA, PBM and over 70 HMOs nationwide. Directed annual strategic planning and operational rollout of Health and Welfare change of coverage. Recommended benefit design changes, participated in rate negotiations, and determined the addition and/or termination of health plans. Consulted on design and printing of member benefit comparison booklets and other communications distributed directly to employees.

- **Developed and monitored quality and clinical performance standards,** partnering with individual health plans and vendors. Presented techniques and strategies used in the development and tracing of performance standards at numerous industry conferences.
- **Negotiated language and fees for ASO contracts and provider risk-sharing agreements** for performance standards.
- **Worked with analytics company MedStat** to monitor the performance of self-insured plans.

- Developed and published a consumer report card for all company medical plans – HMOs, POS, and FFS.
- Designed and conducted focus study groups at company locations across the country.
- Served as project leader for an internal team that reviewed changes to company health care contributions strategies and eligibility rules.
- Developed a corporate strategic goal to educate and assist members in becoming wise health care consumers, with a focus on demand management.

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## OTHER EXPERIENCE, VOLUNTARY

- 1/17-Present     **Board Member**, Hawks Landing Mequon Homeowners Association  
Serve on Landscaping Committee to oversee management of multiple vendors landscaping.
  - Conducted bidding process and secured cost reduction.
- 2/00-Present     **Festival Director** (15+ years), **Elected Council Member** (9 years), **Project Leader** (3 years),  
**Teacher** (6 years), **ST. NICHOLAS ANTIOCHIAN ORTHODOX CHURCH**, Cedarburg, WI  
As Festival Director, oversee permitting, insurance, subcommittee staffing, volunteer recruitment, planning, and execution of the 2 largest annual fundraisers for the congregation, consisting of double booths at the Cedarburg Strawberry Festival and Wine Harvest Festival, a barbecue grilling booth, and parking.
- 9/18-6/19        **Co-President**, HOMESTEAD HIGH SCHOOL PTO, Mequon, WI
- 1/04-12/18       **Elder Care Assistant** to a senior client via **OZAUKEE FAMILY SERVICES**, Grafton, WI.

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## EDUCATION

### **MASTER OF ARTS, INDUSTRIAL RELATIONS (HUMAN RESOURCES)**

#### **UNIVERSITY OF MINNESOTA**

Carlson School of Management, Minneapolis, MN

### **BACHELOR OF ARTS IN PSYCHOLOGY** and

### **BACHELOR OF ARTS IN MANAGEMENT & MARKETING**

#### **UNIVERSITY OF OREGON**

Lundquist College of Business, Eugene, OR