

# DELIA M. VELAZQUEZ

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## Sales Support/Strategic Planning/Operational Analysis/Customer Service

**Professional Summary:** Results-driven Mission & Vision Development Professional eager to offer cross-functional leadership and communications talents toward supporting an employer in achieving above plan performance objectives. Proven experience maintaining strong professional relationships with co-workers, managers and executives within a corporate environment.

### KEY TRANSFERABLE SKILL SETS

Customer Retention \* Business Analysis \* Proactive Problem Solving  
Proficient in Microsoft Word, Excel & PowerPoint  
Data Gathering and Analysis \* Time Management Effectiveness

### QUALIFICATIONS PROFILE

- Possess strong organizational and analytical skills
- Highly adaptable in quickly changing environments
- Seven (7) years in a Strategic Relationship role working closely with top Insurance and Health clients
- Eighteen (18) years in a Relationship role serving as a liaison between the client and various corporate divisions,
- Duties include: leading strategic calls, resolving issues and reviewing data for possible trends; review of contracts for adherence to client SLA's, development of action presentations and onboard & train new clients

### TRANSFERABLE COMPETENCIES

- Manage strategic accounts with high level of accuracy and integrity
- Demonstrate dynamic leadership qualities and strong communications skills
- Capable of in-depth research and data analysis

### EDUCATION & SPECIALIZED TRAINING

- 2 years course studies at Baylor University
- LOMA 1-6
- HIAA A&B
- ICA Education Program
- EMSI Paramed Examination Course
- Fraud, Waste and Abuse Course
- Proprietary Software Training

## PROFESSIONAL DESIGNATIONS & RECOGNITIONS

- FY15-16 CEO Club
- ALHC
- AIAA
- ACS

## PROFESSIONAL ASSOCIATIONS

- Texas Wide Underwriting Committee – Board of Directors – 2016 – to present
- Central Texas Home Office Underwriting Association – Treasurer 2016 – 2018
- Central Texas Home Office Underwriting Association – Secretary 2010-2012

## PROFESSIONAL SUMMARY

### Strategic Relationship Manager

EMSI

2013 – 2020

- Worked closely with strategic EMSI clients
- Lead monthly calls with clients, reviewing prior month's stats, issues, new/ongoing projects, review of short/long term goals, updates on new/enhanced product offerings and upcoming innovations
- Attended Insurance industry events/meetings, i.e., AHOU, TWUC, CTHOULA, manning booth, attending breakout sessions and meeting with clients
- Assisted in preparing PowerPoint presentations for existing clients as well as prospective clients
- Created accounts for new clients or new/additional products for existing clients
- Trained new client and/or new client staff on how to navigate, place orders, view status on the EMSI portal
- Assisted in generating/distribution/review of monthly reports for clients
- Tracked issues reported by clients, looping in the appropriate party and assisted in resolution as well as reviewed for possible trends
- Reviewed contracts for adherence to any client SLA's
- Served pm several internal committees – CEO Club and Contract Process Review

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### Relationship Manager

EMSI

2002 – 2013

- Worked closely with strategic EMSI clients
- Lead monthly calls with clients, reviewing prior month's stats, issues, new/ongoing projects, review of short/long term goals, updates on new/enhanced product offerings and upcoming innovations
- Attended Insurance industry events/meetings, i.e., AHOU, TWUC, CTHOULA, manning booth, attending breakout sessions and meeting with clients
- Assisted in preparing PowerPoint presentations for existing clients as well as prospective clients

- Created accounts for new clients or new/additional products for existing clients
- Trained new client and/or new client staff on how to navigate, place orders, view status on the EMSI portal
- Assisted in generating/distribution/review of monthly reports for clients
- Tracked issues reported by clients, looping in the appropriate party and assisted in resolution as well as reviewed for possible trends
- Reviewed contracts for adherence to any client SLA's
- Worked on special projects as assigned by Senior Management
  - Underwrote Disability Claims for a client, duties included reviewing application, medical records, reporting codes to MIB and making a recommendation to the client

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### **Senior Business Analyst**

EMSI

2000 – 2002

- Took lead role in gathering business requirements for projects in the EMSI Tele-Interview division
- Worked with Operations and IT Architects in developing project plans
- Worked closely with client in developing scripts and drill downs for their Part I & II applications, that would be used in the EMSI proprietary interview platform
- Worked with IT Developers in writing setting up rules to generate underwriting requirements based off an applicant's response

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### **Business Analyst**

EMSI

1998 – 2000

- Assisted in gathering business requirements for projects in the EMSI Tele-Interview division
- Worked with Operations and IT Architects in developing project plans
- Worked closely with client in developing scripts and drill downs for their Part I & II applications, that would be used in the EMSI proprietary interview platform
- Worked with IT Developers in writing setting up rules to generate underwriting requirements based off an applicant's response
- Worked closely with client during testing phase of project

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### **Underwriter**

EMSI

1996 – 1998

- Read and summarized medical records, identifying the pertinent information within the medical records for the client

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References Available upon Request