



**Lisa S Hayes**

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## SUMMARY

Motivated and driven individual with Leadership, Project Management, Data Analysis skills in areas of Health Care, Customer Service & Finance.

Experience in Public Speaking, Creating dynamic Presentations, Facilitation and Training associates as well as customer groups. Tenacious with an inquisitive nature while communicating in a productive and professional manner. Proficient in Microsoft Project, PowerPoint, Word, Excel, Access and Minitab as well as Spotfire. Familiar with Microsoft Teams and SharePoint - Focus on Performance Improvement using Data Driven solutions.

## PROFESSIONAL EXPERIENCE

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### **Advance Auto Parts, Contracted via TEKSystems, Inc.**

#### **IT Project Manager, IT PMO**

**August 2019 – April 2020**

Lead and coordinate IT Projects to include upgrades to existing applications, interface builds, new technology implementations while aligning with the strategic plan of the organization.

- Lead Daily Scrum
- Establish and maintain a clear and concise project plan
- Communication with Stakeholders
- Navigate blockers and help assist with resolution to keep projects moving forward with minimal financial impact or timeline.
- Manage multiple top organization projects

### **CENTRA, Amherst/Lynchburg, VA**

#### **Project Manager, Data & Analytics, Information Governance – Performance Improvement**

**Jan 2018 – May 2019**

- Manage enterprise level projects
- Develop governance policies and procedures around data quality, data security & data readiness
- Scrum Master for Agile projects
- Manage testing, validation and implementation
- Reviewing process for improvement opportunities
- Projects include:
  - System Conversion for more than 3000 reports/analysis
  - Building of various DataMarts from Natezza EDW
  - State regulated projects, Joint Commission and other regulatory required metrics

### **Data Analyst, Centra Analytics – Performance Improvement**

**Feb 2013 – Dec 2017**

- Wrangle, clean, validate and provide analysis to business leaders across the organization
- Develop self service analysis in tools such as Spotfire & Excel
  - Familiar with SQL, Access and Power BI
- Develop & provide training to various end user groups
- Interpret the needs of a customer and provide a result that not only meets but exceeds their expectations.
- Document procedures, test plans and execution

**July 2011 – Feb 2013**

### **LEAD Business Office Coordinator for ALL Centra Skilled Care/LTC Facilities**

**July 2011 I was promoted to LEAD Business Office Coord for the Post-Acute Business Services.**

**With this promotion I maintain the normal Business Office responsibilities in addition to:**

- Project Leader for new LTC System implementation for Post Acute Business Services
- Identify and document procedures in preparation for new LTC System
- Prepare and Manage the Medicaid Audit for all LTC Facilities
- Data Analysis of all Skilled Care and LTC billing
- Provide Dashboards for LTC/Skilled Care Data Collection

### **Business Office Coordinator, Managing Fairmont Crossing Business Office with Accounting & process improvement responsibilities.**

**May 2009-Jun 2011**

- Insure accurate billing and positive interaction with Residents and families.
- Manage staff of 2 associates
- Developed a tracking tool for past due balances; resulting as a shared best practice for other LTC facilities
- Developed dashboards to assist leadership in tracking financial progress for Post Acute Business Services.
- Perform root cause analysis to resolve unpaid balances for discharged accounts resulting in ATB totals decreasing from \$577k (Dec 2009) to \$276k (Dec 2010) for Fairmont Crossing; **53% reduction in outstanding account balances for discharged accounts.**

**CENTRA SYSTEMS: McKessen systems, HPF, Risk Master, FAST Forms, Cerner Applications – reporting platforms**

### **Genworth Financial, Lynchburg, VA**

**1989 – 2009**

#### **Operations Project Manager, Customer on Boarding Leader with Sales/Marketing responsibilities**

- Drive process improvements for cross functional processes globally while utilizing automation and eliminating Non-Value-added steps.
- Onboard new Customer Groups for automated processing of various transactions.
- Negotiated addendum to selling agreements and contracts for Marketing and Sales purposes.
- Writing Marketing bulletins for distribution to various customer groups.
- Develop pitches and presentations for Sr. level management as well as external customers and suppliers.
- Review and analyze Sales presentations and recommendations from Suppliers to select the business partner with the best fit for company needs and structure.

#### **Licensing Team Leader – Financial Institutions/ Investment & Banking Firms**

- Accountable for a team of >30 Global Associates
- Improved cycle time for various processes over a 2-year period

- Lead and implemented process improvements
- Mentored and Coached associates to improve their skill sets and encourage a team environment while lifting moral and promoting a productive work environment.
- Built strong customer relationships as reflected in an improved customer ranking in the OMR (Operations Management Roundtable) up from #15 - #6 with our Financial Institution Customer group.
- Received Various Team awards
- Conduct training as needed to cross functional teams within the business

#### **Commissions Team Leader – Independent Brokerage Group- Financial Institutions; Investment & Bank Firms- Call Center**

- Lead and implemented the initiative to automate and reduce cycle time of paying producer commissions from 7 days to same day processing
- Managed a team of 30+ associates globally
- Implemented recorded phone line technology and developed a call quality monitoring process
- Negotiated supplier contracts and business agreements with the support of Legal and Compliance groups.
- Managed a Debit Balance collection process for overpaid commission payments to producers.

#### **Worksite Team Supervisor – New Business/Underwriting/Customer Service**

- Lead a team of 20+ associates in a processing and call center environment
- Assisted in Automated Issue guidelines and enrollments with various worksite customer groups
- Developed partnership with underwriting staff for reinstatement process of Term Life and UL product lines

Problem Resolution Specialist

Customer Service Representative

#### **Project Experience:**

- Lead Project to reduce returned mail items with a resulted 150k Cost Savings/Avoidance from October 2008 – December 2008.
- Developed & implemented Soft Skills training and Quality Control Process for Call Center
- Lead implementation of NICE software and Quality Assurance for all recorded phone lines within Genworth Financial
- Lead project to reduce cycle time for incoming correspondence by implementing an automated workflow system.
- Lead project to automate commission check and commission statement processing
- Reduced cycle time from 7 business days to same day processing and mailing
- Improved customer experience and relationships
- Lead project to reduce EFT (electronic funds transfer) commission payments from 7 days to 3 days.
- Lead project that developed DTCC (Depository Trust Clearing Corporation) Licensing & Appointment on boarding process.
- Lead project implementing new technology using a web-based access portal via DTCC for Licensing and Appointment processing.
- Certified Facilitator in various forums including but not limited to Senior Leadership, Middle Management, Front End Associates – meeting room setting, conference setting and Global Markets

#### **CERTIFICATIONS**

Certified Scrum Master, Agile project management methodologies

Six Sigma Green Belt

Principals of Project Management

International Facilitation Certification

edX- Microsoft – Transact SQL Certification

edX- Microsoft – Data Science Orientation Certification

## **EDUCATION**

Phillips Business College – 1985-1986  
Boston University – 2008

References available upon request. Willingness to Travel,