

# JANE BAUDELAIRE

## Sr. Project Manager, MacroHealth

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🌐 <https://www.linkedin.com/in/jbaudelaire> 📍 Greater Reno, Nevada area

## SUMMARY

With over 25 years of healthcare industry experience, I have worked hard to advance my career while contributing to the success of several organizations primarily in the healthcare space.

I am the person called into the room to deal with the difficult situations. Combining technical knowledge and finely honed soft-skills, I leverage relationships to find collaborative solutions to complex problems.

Effective communication starts with listening and I pride myself on understanding my role in making sure all team members feel heard, are engaged and on board with the strategic direction of the projects we conquer.

## EXPERIENCE

### Senior Project Manager

#### MacroHealth

📅 10/2022 📍 Remote

SaaS Platform for Healthcare payers

- Manage implementation of clients on the MacroHealth platform. This includes working directly with clients; network partners and a variety of vendors to effectively onboard a client's data with speed and accuracy.

### Project Manager

#### UST Healthproof

📅 2021 - 10/2022 📍 Remote

Business process as a service (BPaaS Operations)

- Manage client implementations on various adjudication platforms working closely with external partners, as well as internally as a liaison between operations, product and technology. In this role, I work directly with clients providing meaningful information on day to day status and prognosis on issues.

### Manager, Platform Operations

#### Bind Benefits, Inc

📅 03/2018 - 10/2021 📍 Minneapolis, MN

On-Demand Health Insurance

- Successfully lead the implementation of an off the shelf Claims Adjudication solution including the required system hooks and integrations.
- Managed a team of Data Analysts triaging and solving operational challenges while leveraging key internal and external relationships to prioritize and collaboratively correct critical issues.

### Program Manager

#### Thomson Reuters

📅 07/2017 - 03/2018 📍 Eagan, MN

The Answer Company

- Lead a PMO technology team in the Legal Services portfolio while acting as the Program Manager of multi-year, Blue Chip technology initiative.

## KEY STRENGTHS

### 📋 Effective Producer

Ready, willing and able to jump into new assignments and make a difference quickly.

### 🧑 Unflappable

The ultimate diffuser using strong perceptive skills to get to the heart of the matter leveraging relationships to foster collaboration.

## SKILLS

### Communciation

Native



### Project Management

Native



### Health Care

Native



### Relationships

Native



### Change Management

Proficient



### Process Improvement

Proficient



### Data Analytics

Proficient



### Software Development

Advanced



### Database Design

Advanced



## EDUCATION

### MS, Computer Information Systems

#### University of Phoenix

📅 2002 - 2004

### Micro Computer Specialist - Networking

#### Milwaukee Area Technical College

📅 1997 - 1999

### BA, English Communication Arts

#### Mount Mary University

📅 1987 - 1991

## EXPERIENCE

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### PMO Lead / Program Manager

#### Optum

📅 09/2013 - 07/2017 📍 Eden Prairie, MN

PMO Lead of Optum Payment Integrity \$50M portfolio

- Lead a team of Program and Project managers in a scaled Agile technology environment.

### Sr. Project Manager

#### Express Scripts

📅 03/2013 - 09/2013 📍 Bloomington, MN

Pharmacy Benefit Management

- Managed multiple technology software development projects supporting the Medicare/Medicaid line of business.

### Senior IT Project Manager

#### Meritain Health

📅 05/2010 - 03/2013 📍 Plymouth, MN

Third Party Insurance Administrator

- Drove technical aspects multi-year, enterprise level migration/integration program aimed at consolidation of several claims processing systems.

### Project Manager

#### Aurora Health Care

📅 02/2006 - 05/2010 📍 Milwaukee, WI

\$5B Non-profit health care system

- Managed, planned and controlled processes of creation of software/information systems following SDLC, including construction, implementation and transition.

### Web Application Developer

#### Aurora Health Care

📅 2001 - 2006

- Developed, implemented and maintained multiple websites and applications. Executed design work with HTML, ASP and Flash.

### Help Desk Analyst

#### Aurora Health Care

📅 1999 - 2001

- Led troubleshooting efforts for PC and mainframe support calls, resolved queries and provided solutions. Maintained and supported over 600 software applications, three operating systems and multiple PC and server peripherals.

### Sr. Application Support Analyst

#### Extencicare Health Services, Inc.

📅 1998 - 1999 📍 Milwaukee, WI

## WORK STYLE

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### Myers-Briggs

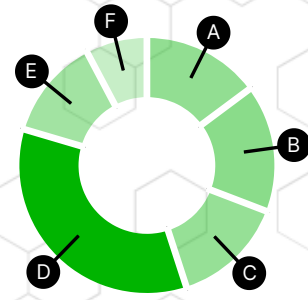
ISTJ - "The Inspector"

### Strength Finders

Strategic, Achiever, Intellection, Command, Restorative (SCARI) - "Thoughtful Problem Solver"

## MY TIME

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- A Cooking
- B Reading/Writing
- C Fitness
- D Dogs, Family & Friends
- E Spiritual Growth
- F Community Service

## VOLUNTEER

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### Dog Foster

#### Boxers and Buddies

📅 10/2021 - Ongoing

Foster dogs for local rescue organization.

### Secretary

#### Washoe County Senior Advisory Board

📅 2022 - Ongoing

Serving my local community affords me the opportunity to empathize with the concerns of a diverse population.

### Newsletter Editor

#### Northern Nevada Newcomers Club

📅 2022 - Ongoing

### End of Life Doula

#### INDELA

📅 2020 - Ongoing

Volunteering in a hospice setting is a rewarding experience as I accompany patients on their end of life journey.

## CERTIFICATION

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### Notary Public

State of Nevada