

Christie L. McDevitt

PHILADELPHIA/BALTIMORE REGION
(+ ABILITY TO RELOCATE)

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PROFICIENCIES

Empowerment Style Leadership for up to 9 SVP / Director Level Leaders & ~1,400 FTE's (Managers-Frontline)

- Executive Slide Decks
- Quarterly Business Reviews (QBR)
- AI Generative Tools & Prompt Engineering
- Red/Amber/Green Reporting (RAG)
- Filtered Tableau/Power BI Analytics
- Process Improvement Strategies
- Low-Cost/High-Impact Solutioning
- Complex Problem-Solving
- Data Storytelling & Trend Analysis
- Performance Evaluations
- “The Final 8%” Communication Approach
- Cross-functional Communication (*Vertical & Lateral*)
- Large Venue Public Speaking
- Risk Management/Controls
- Associate Training & Development
- Digital Internal Newsletters
- Corporate Branded/Private Label Gifts

EDUCATION

GOLDEY-BEACOM COLLEGE / 2010
Bachelor of Science, Business Administration
Magna Cum Laude (3.97 GPA)

- TEDx featured Alumni Speaker
“Women in Business”
- Academic Achievement Award
- Marketing Award
- Alpha Chi National Honor Society
- Acceptance into MBA program

ELEVANCE HEALTH FORTUNE 25 COMPANY

Senior Business Change Management / March 2023 - Current

Direct Report to VP Government Health Claims Payment Operations

- Responsible for collective Enterprise, Executive, Managerial, and Operational communication for ~1,400 FTE's & 200M+ Health Claims processed across 2+ Lines of Business
- Oversight of Director effectiveness for all Departmental Projects (Go-Live Gantt Charts, Step Goal Performance, Implementation Readiness, etc.)
- Project Manager of KPI & SLA Dashboards that expedited the speed of Executive Operational Reporting metrics by 29.5%
- Established unified Sources of Truth with clearly identified logic and data filters to align technical metrics with Analytics reporting
- COO/CAO Governance of monthly, quarterly, and YTD assessments of Goals, Compliance, Production, Interest & Penalties, Vendors, Human Resources, and People Strategies:
 - External State/Regional Contract Compliance (SLA's / PG's)
 - Auto Adjudication of First Time Claims (AA % Rate)
 - Claims Quality (Financial & Payment Accuracy)
 - Claims Inventory Volume
 - Claims Timeliness (Within 30 days, 30+ days, 91+ days)
 - Dispute Rate & Provider Satisfaction Score
 - Adjustment Rate (End-to-End & Controllable)
 - Days Worked on Hand (DWOH)
 - Attrition / Productivity / Hybrid Adherence / DEI Ratios
- Cascading Goal Tracking with single-initiative budget savings up to \$3.6M using Digitization/Automation
- Liaison between Business & Technical sectors
- Strategic Development Offsites (Nashville, Atlanta, Tampa)
- Host and main speaker of Quarterly All Associate Town Halls (1,000+ viewership)
- Champion for Associate Culture & Community Engagement
- Established Manager+ mentorship opportunities for Capability Building of (9) FTE's

BUSINESS MANAGEMENT

Independent Consultant & Strategist / June 2012 - March 2023

Healthcare industry experience with outpatient Radiology, Bariatric Surgery, Orthopedic Surgery, Health & Fitness, Surgical Billing, Medical Marketing Expositions, Customer Service & Medical Call Centers

- Overhead Reduction Strategies (up to 57% reduction in fixed costs, 30% reduction in operating expenses)
- Gross Product Sale growth up to 210% in single FY
- Event Coordination & Marketing (up to 3,000 onsite attendees)
- Project Manager of EMR and patient intake digitization processes
- Reputation Management & Formal Press Releases