

Susan G. Schrage
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Summary: Motivated, personable professional with over 24 years experience in customer service. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive and confidential information. Talented with proven track record for quickly mastering new tasks and technologies.

Flexible and versatile - able to maintain a sense of humor under pressure. Poised and confident with demonstrated ability to easily foster relationships with co-workers and clients. Thrive in deadline-driven environments. Excellent team building and teamwork skills.

Experience: Humana Inc. Green Bay, WI
Business Project Manager 2011 to Present

- Direct and manage project development from beginning to end.
- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Set and continually manage project expectations with team members and other stakeholders.
- Delegate tasks and responsibilities to appropriate personnel
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop, and grow any business relationships vital to the success of the project.

Guardian Life Insurance

Appleton, WI

Business Analyst

2007 to 2011

- Respond to and resolve support inquiries, and improve support procedure documentation as needed.
- Design, maintain and execute test plans.
- Report defects through appropriate tools and monitor progress.
- Analyze new initiatives as assigned and provide effective and timely feedback.
- Translate business needs into clearly-defined system requirements and/or instructions.
- Write project status documentation and notify management of urgent issues.
- Complete assigned project phases on time,
- Advise management of any risks to project implementation, providing options and solutions.
- Obtain time and cost estimates and approval for all proposed and assigned projects.
- Follow best practices for implementing projects within scope, within budget, and on time.
- Develop and maintain operational standards documents as needed.
- Appropriated escalate issues at risk of delay or cost overrun.
- Participate in assigned disaster recovery plans.
- Assist with select risk reviews and assessments as directed.

Guardian Life Insurance

Appleton, WI

Workforce Management Planner

2006 to 2007

- Provide technical support to specialists in Customer Response Unit (CRU) departments.
- Execute daily operations of Impact 360.
- Wrote, designed and produced an Impact 360 agent training manual.
- Instrumental in the implementation of Time Management function of Impact 360 (Vacations, Sick, Disability, FMLA, etc.).
- Troubleshoot and make recommendations for improvements in Impact 360.
- Generate optimal weekly schedules for agents in the call center.
- Utilized data collection and interpretation techniques of historical information to produce optimal agent schedules.
- Consulted with agents to identify current operating procedures and clarify program objectives.
- Read manuals, periodicals and technical reports to learn ways to provide solutions for the changing environment in the call center.
- Researched and recommended training needs for the Workforce Management Planners.
- Tested and reported issues regarding upgrade of Impact 360.
- Provided direction and assistance to CRU agents.
- Presented and expedited solutions to issues related to Impact 360.

- Analyzed, reviewed and improved use of Impact 360 by agents to ensure efficiency and adaptation to new requirements.
- Scheduled training, meetings, and various other events for agents.

Guardian Life Insurance Appleton, WI
Member/RX Customer Service Specialist 2003 to 2006

- Tested Siebel and IVR System prior to implementation.
- Resolution Manager - Investigated customer complaints about insurance claims, benefits and service.
- Conversed and corresponded with customers regarding medical and prescription insurance benefits and claim information.
- Assisted with training of new Member CRU staff.

Fond du Lac Transportation Association Fond du Lac, WI
Mobility Manager 2000 to 2002

- Wrote for and received 100% of all grant funding requests submitted.
- Researched and developed programs as outline in grant requests
- Developed and implemented strategic plans.
- Designed and delivered a series of informational sessions resulting in business community development.
- Designed marketing materials for business development and client base.
- Designed a website for marketing and informational purposes.

Agnesian Healthcare Fond du lac, WI
Staff Accountant 1998 to 2000

- General ledger and fixed asset tracking
- Hospital project expense tracking
- Asset management

Marian College of Fond du Lac Fond du Lac, WI
Coordinator of Operations and Office Services 1991 to 1998

- Fiscal management of multiple operating budgets.
- Supervision of on-site and off-site personnel.
- Conducted small group motivational sessions.
- Recruitment and retention of adult students.
- Developed marketing materials for college students.
- Student advisor for adult college students.
- Facility procurement and day-to-day management.
- Researched, wrote and presented student handbooks and instructional handbooks for teaching teams.
- Prepared a course on customer service techniques for staff members.
- Created course schedules with the use of PageMaker software.
- Structured a college recruiting process targeting returning adult students from the public sector.

Wallschlaeger and Associates
Accounting Assistant Fond du Lac, WI
1989 to 1991

- Personal and corporate tax preparation.
- Customer payrolls and tax payments.
- Quarterly business tax processing.

Washington County Auditor's Office
Accounting Assistant West Bend, WI
1987 to 1989

- Payroll for 800 employees.
- Employee Insurance enrollments.
- Employee benefit management.

Dr. Robert Heinen
Office Manager Chilton, WI
1978 to 1989

- Patient scheduling.
- Patient accounts.
- Corporate Tax reporting.
- Employee benefit monitoring.

Education: University of Wisconsin - Platteville Platteville, WI
Masters of Science in Graduation - December 2008
Project Management, GPA 3.87

Marian College of Fond du Lac Fond du Lac, WI
Bachelor in Business Administration, Minor in 1995
Operations Management, GPA 3.89

Affiliations: Project Management Institute (PMI) Member since 2006.

References: Available upon request