

JANE BAUDELAIRE

Seasoned Healthcare Technologist, MacroHealth

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SUMMARY

With over 25 years of experience in software development and implementation, I have worked intentionally to advance my career while contributing to the success of several organizations throughout the United States.

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 several, concurrent implementations of clients on the MacroHealth platform. This includes juggling the day to day management of the internal engineering teams (Scrum Master role) while also working directly with clients; network partners and a variety of vendors to effectively process a client's data with speed and accuracy.

Project Manager

UST Healthproof

📅 2021 - 10/2022 📍 Remote

Business process as a service (BPaaS Operations)

- Managed 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 worked 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.

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.

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

Communication

Native



Project Management

Native



Health Care

Native



Relationships

Native



Process Improvement

Native



Change Management

Native



Data Analytics

Native



Software Development

Proficient



Database Design

Proficient



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

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

Extendicare Health Services, Inc.

1998 - 1999 Milwaukee, WI

WORK STYLE

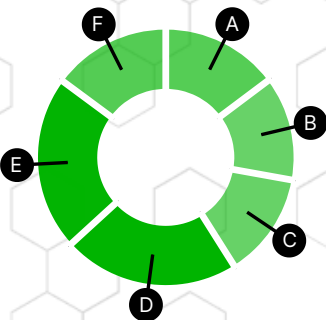
Myers-Briggs

ISTJ - "The Inspector"

Strength Finders

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

MY TIME



- A Family & Friends, Dogs
- B Reading/Writing/Listening to Music
- C Fitness
- D Community Service
- E Education
- F Adulting

VOLUNTEER

Newsletter Editor

Northern Nevada Newcomers Club

2022 - Present

Dog Foster

Boxers and Buddies

Foster dogs for local rescue organization.

Vice President

Fairway Village HOA

2023 - 2025

Treasurer

Soroptimist International of Sparks

2024 - 2025

Secretary

Washoe County Senior Advisory Board

2022 - 2024

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

CERTIFICATION

Notary Public

State of Nevada

Bookkeeping Certificate (Expected completion May 2025)

Truckee Meadows Community College

AWARDS

2025 VIP Award at MacroHealth