

Katie Delgado

katedelgardner@gmail.com

www.KatieDelgado.com

360.259.0850

Skills and Abilities

- Project Management
- Business Process Analysis and Reengineering
- Ability to analyze system functionality and determine configuration that best meets the business need
- Curriculum Development
- Change Management
- Ability to develop and implement strategic communication campaigns
- Website Management/SharePoint Administration
- eLearning Development

Employment

- **Aflac**
January 2018 to Present
Title: Certified Case Manager
Duties: Partner with Aflac Sales Associates and Insurance Brokers to connect and configure employee benefit management systems for employers. These systems manage all benefits offered by an employer and automate the employee enrollment process. Configure several systems to meet customer needs. Develop automated reports, bridge systems to existing employer systems, and update benefit data as needed.
- **Office of Superintendent of Public Instruction**
December 2017 to May 2018
Title: IT Project Manager
Duties: Managed a cross-functional project to support the development of the new "Report Card" which provides public school data to the public. Identified scope and needed resources for success, developed project charter, documented roles and responsibilities, collaborated with partners and stakeholders, developed detailed work plan, and risk/issue management/escalation processes.
- **Association of Washington Cities**
April 2016 to December 2017
Title: Education Developer
Duties: Created relevant, engaging eLearnings for city elected officials throughout Washington State. Managed technology used by customers to access online educational materials. Analyzed effectiveness of educational efforts and adjusted strategy as needed. Identified, logged, and tracked issues, the corresponding impact to customers, and resolutions.
- **WA State Department of Social and Health Service/Human Resources Division**
February 2013 to April 2016
Title: Web-based Curriculum Development Manager
Role: Project and Systems Management
Duties: Acting business steward of the Learning Management System (LMS) for the Department of Social and Health Services (DSHS). Identified best practices and process improvements to meet a variety of business needs. Collaborated with DSHS administrations,

vendors, technical staff, and stakeholders to identify, prioritize, and resolve system issues so they stay resolved. Analyzed complex system functionality and worked directly with developers to determine customer impacts. Created and managed human resource websites and eLearning content for staff. Provided classroom and webinar trainings to support employee and organizational development. Managed special projects for leadership.

- **WA State Health Care Authority/ProviderOne Project
May 2011 to February 2013**

Title: Readiness Manager

Duties: Collaborated with the vendor, project teams, and key stakeholders to develop and implement strategic readiness activities necessary for a smooth transition to Medicaid's new billing and payment system, ProviderOne. Identified all needed operational and business changes required to successfully transition business areas to the new ProviderOne system and associated business processes. Partnered with Training Managers to identify detailed activities and tasks required for transition. Identified and documented high risk issues that could negatively affect the organization or its ability to properly pay providers at go-live. Worked closely with communications to ensure all issues are adequately and effectively communicated to all affected parties. Provided planned and impromptu presentations and trainings necessary to prepare staff and providers for using the new system.

- **WA State Health Care Authority/Provider Relations Unit
March 2008 to May 2011**

Title: Senior Provider Relations Consultant

Duties: Collaborated with divisions and staff groups to develop and implement an overall Medicaid training strategy. Developed and maintained provider job aids and training curriculum in order to increase self-sufficiency of billing providers. Identified provider operational issues and address high risk findings. Analyzed claim denial trends and incoming call volume to identify chronic billing issues. Used data to prioritize outreach activities and monitor results. Facilitated provider training workshops and used webinar technology to deliver training. Supervised other consultants in the Provider Relations Unit.

Education – Post college learning records available at www.katiedelgado.com/education

- Bachelor of Arts, Saint Martin's University, Lacey, WA
December 1999
Graduation Honors: Cum Laude

Professional References – Letters of recommendation available at www.KatieDelgado.com/resume

- Tonia Sugarman, Education Director, Association of Washington Cities, (360) 790-9426
- Kim Hewitt, IT Manager, Department of Social and Health Services, (360) 664-6163
- Linda Kleingartner, Consultant and Owner of TAS - Transform. Action. Strategy, (360) 970-5585