



Senior Lawson Developer

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Senior Lawson Developer – Cendien – Lawson Experts

Lawson Professional Services

Offering over 20 years of experience in the insurance industry in increasingly responsible positions. Background includes impacting efficiency and cost-effectiveness of operations through interaction with all departments, training personnel and evaluating/improving the quality and effectiveness of in-place systems.

Lawson Technical Skills

Ability to assist in the setup and development of the Oracle and Lawson HR/Benefits modules as well as conversions from one payroll/benefit system to Oracle or Lawson.

Instrumental in developing, executing and serving on a variety of teams designed to monitor and enhance specific facets of operations.

Skill for designing training programs, training, supervising personnel and leading by example to motivate staff to reach for/exceed aggressive quality and service goals.

Recognized by clients, brokers and management for excellence in service.

Due to experience as Claims Examiner, Agent, Benefits Analyst, Director and Benefits Manager, and Consultant have gained the skills necessary for impacting all aspects of operations and for becoming an immediate and long-term asset.

Skill in developing setup documentation, training manuals and grant proposals that are easy to understand and user friendly.

Lawson Clients / Experience

Retail Client

Lawson Consultant

- Assisted with **benefit implementations**
- Testing of benefit web enrollment
- Testing of 401k issues and garnishment issues

Health Care Client

Lawson Consultant

- Assisted in the setup and development of the HR/Benefits and Payroll modules of the Lawson system
- Assisted in the conversion of the 13 individual hospital facilities from ADP to Lawson HR/Benefits and Payroll
- Assisted in the training of the HR/Payroll staff in the use of the HR/Benefits system as well as the

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Payroll system

- Assisted in the audit of the payroll data for year end and W-2's
- Assisted in the audit of the 401k data in the Lawson system
- Developed HR/Benefits and Payroll manuals for use by the HR/Payroll field staff
- Developed setup documentation and training materials for the Lawson system

Insurance Client

Benefits Manager

- Management and oversight of all self-insured and fully insured employee benefit programs including STD, LTD, Health, Dental, Life, Optional Life, 401k Plan, Worker's Compensation to assure compliance with State and Federal regulations.
- Responsible for design of self insured benefit plans, procurement of fully insured products, negotiating fees with third party administrators and brokers as well as auditing vendor services and invoices
- Responsible for the development and communication of Summary Plan Descriptions,
- Responsible for the development and administration of Leave of Absence (FMLA) Policies and procedures to assure compliance with State and Federal Regulations. Developed and implemented procedures for tracking of employee's eligibility for leaves of absences, FMLA, worker's compensation, health benefits, and 401(k) plan participation.
- Served as liaison with third party vendors, human resources, and plan participants in all aspects of benefits administration including providing plan interpretation, and resolution of existing and potential problems
- Provided backup support to Payroll/HRIS Manager including supervision and training of payroll staff as necessary.
- Assisted the Payroll/HRIS Manager in the design and implementation of the Oracle Human Resources Information System (HRIS) as well as the conversion from the ABRA system to Oracle with sole responsibility for the design of the Oracle benefit tables and the conversion of the benefit information. This project was completed within the 60-day implementation schedule and under budget resulting in a major cost saving for the company.
- Responsible for the development of benefit plan communications such as plan brochures and Power Point presentations explaining plan benefits and eligibility requirements. Responsible for coordinating and conducting annual Open Enrollment meetings for approximately 1200 employees in 45 locations.
- Responsible for implementation and administration of the 401(k) plan including assisting in the annual auditing and filing of the 5500's for the plan.

State Department

Director, Health Care Fraud and Abuse Program/Dept of Commerce and Insurance

- Developed grant proposal to apply for Federal grant to be utilized in the development of a Health Care Fraud and Abuse Program for the State of Tennessee. Grant of \$141,00 was awarded to the Department of Commerce and Insurance based on this grant proposal.
- Developed and implemented the Health Care Fraud and Abuse Program for the State of Tennessee in accordance to the Federal Grant specifications. Maintained all financial and program records and fulfilled all reporting requirements to HCFA and other agencies in accordance to grant requirements.
- Attended training programs conducted by the United States Department of Justice, National Health Care Antifraud Association, Association of Certified Fraud Examiners and the National Insurance Antifraud Association on the subject of insurance fraud and abuse.

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- Developed training materials and conducted training programs on Health Care Fraud and Abuse throughout the state for public groups, insurance industry personnel and health care providers.
- Supervised personnel in the Insurance Assistance Office - developed presentations and programs to educate senior citizens on insurance choices available in Tennessee such as Medicare, Medicare Plus Choice, HMO's and other options.
- Liaison for the State of Tennessee Department of Commerce and Insurance in the Operation Restore Trust Initiative in Tennessee with responsibility for reporting activities of the Health Care Fraud and Abuse Program and the Fraud unit relative to the federal ORT project.

Benefits Analyst/Insurance-Dept of Finance and Administration

- Developed materials and conducted employee meetings explaining and interpreting various insurance benefits and options available through the State Insurance Programs. Included making sales presentations to a variety of groups including city and county officials and conducting enrollment meetings to enroll new groups into state insurance programs.
- Developed training materials, set up and conducted training programs to educate agency personnel in the handling of their agency insurance programs and basic knowledge of the insurance programs available. Developed written educational materials, insurance forms, and promotional materials for various state insurance programs.
- Answered questions from employees and agency personnel regarding eligibility, enrollment and/or benefits available through the State insurance programs through verbal and written communication.
- Research to answer questions and resolve conflict included interviews with plan participants, company representatives, health care providers and interacting with same to resolve various complaints and conflicts. Enforced contract provisions where appropriate.
- Determined eligibility of Local Government and Teacher retirees to ensure enrollment in the appropriate retiree insurance program. Answered retiree's questions on eligibility and benefits of insurance programs such as Medicare and Medicare supplements available through verbal and written communication. Developed computer tracking system to maintain and track retiree information and eligibility.
- Investigated suspected fraudulent enrollments in the state plans to ensure and enforce state eligibility rules and regulations.
- Assisted with the testing and development of the TIS (Tennessee Insurance System) to integrate the employee benefit information with the State of Tennessee payroll system.

Health Care Client Claims Processor

- Processed Medicare claims.

Business Client Administrative Assistant

- Responsible for general correspondence, cover letters for quarterly and annual statements and maintaining state files.

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Insurance Client Claims Adjuster

- Investigated auto liability claims including securing statements from witnesses and drivers, evaluating and photographing accident scenes, and securing accident reports. Submitted evaluations, reports and recommendation to insurance companies to finalize claims. Also investigated fire and theft claims on homeowner policies.

Insurance Client Insurance Agent

- Prospecting and sales of Life, Health, Medicare supplements, Disability, and Property and Casualty insurance with responsibility for maintaining multi-line book of business.

Lawson Education / Certifications

ALBANY JUNIOR COLLEGE, Albany, GA
A.A., English,

NASHVILLE O.I.C, Nashville, TN
Certificate in Computer Technology,

Attended seminars on FMLA, ADA, Worker's Comp, Wage and Hour Laws in TN
Received extensive training on Oracle Human Resources Information System (HRIS)

Attended training seminars and conferences on insurance and health care fraud and abuse conducted by the United States Department of Justice, National Health Care Antifraud Association, Association of Certified Fraud Examiners and the National Insurance Antifraud Association.

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