

JOSH BYER, PMP®

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PROGRAM MANAGER

Experienced in delivering thoughtful and impactful measures; leads teams towards common goal in complex environments with shrinking resources, times of change, and competing priorities.

Dynamic professional with broad experience delivering superior client outcomes and servant leadership to positively impact national accounts and regional entities. Interested in account management, new business development, project management, consulting, organizational strategy, and marketing. Outgoing and approachable, loves to be challenged and works well in team environments or independently.

Areas of Expertise: Operations | Staffing | Sales | Medi-Cal | Organizational Change | PBM | Management Strategy | Medicare | Contract Negotiations | Team Integrations | Analytics | Implementations | Healthcare

PROFESSIONAL EXPERIENCE

KAISER PERMANENTE, Irvine, CA

2016 – Present

Program Manager, Health Plan Administration

- Directs cross-functional projects and staff across California and all regions.
- Manages a national program to reduce and prevent member abrasion caused by surprise bills
- Led regulatory and external audit readiness for claims teams in California.
- Managed department projects and initiatives in support of the Executive Director, representing just under 1M covered lives in California.
- Provided oversight and direction for strategic measures, including a financial stabilization project (\$88M)
- Managed regulatory implementations, audits, and plan partner contract requirements.
- Created department staffing model, organizational strategy, and developed strategic goals, ensuring project success using standard project management tools.
- Implemented Operations Dashboard for the State Sponsored Programs team to incorporate monthly metrics into a substantive report for executive leadership to identify key wins and issues across accountabilities.
- Developed and led a virtual professional development group for project management candidates in coordination with UC Berkeley Extension and the Ben Hudnall Memorial Trust (BHMT) for Kaiser employees. Learners worked in internships across the enterprise and attended a series of workshops to gain knowledge.
- Attended learning conferences hosted by California Association of Health Plans (CAHPs) and California Association of Physician Groups (CAPG) in 2017.

HUMANA, Irvine, CA

2015 – 2016

Manager, Project Management Office – Medicare Health Plan Administration

Managed 10 cross-functional department projects and initiatives, while leading 2 staff and being accountable for Project Management Office (PMO) team's portfolio to CA market president and chief of staff. Oversaw pharmacy program with lead Pharmacist and Medical Director. Worked to gain 4-Star rating for CA.

- Created department staffing model, organizational strategy and developed strategic goals, ensuring project success using standard project management tools.
- Reinforced direction of CA market president and leadership.
- Initiated event providing business skills to 500 students through Junior Achievement. This increased staff engagement, exceeded yearly charitable volunteer goal, and helped improve staff's comfort level for public speaking when leading meetings by using increased presentation skills.
- Facilitated ICD-10 conversions with twenty plan partners, ahead of schedule.
- Managed Medicare/Medicaid duals enrollment project to maintain and grow this population in California.

MCKESSON SPECIALTY HEALTH, Scottsdale, AZ**2013 – 2015****Associate Director, FDA-regulated Drug Safety Program Implementations PMO and Contact Center Manager**

Oversaw 2 major REMS drug safety program implementation teams under guidance of FDA requirements for drugs with black-box warnings for adverse side effects. Managed 20 contact center staff for day-to-day operations, issue resolution, and was accountable for financial performance and operations metrics for clients. During this time, earned Project Management Professional (PMP®) certification through PMI and worked closely with leadership to recruit top talent from Scottsdale market to join team.

- Managed 2 highly regulated REMS drug safety program implementations for Teva and Endo Pharmaceuticals, which contributed additional department revenue of \$20M yearly and grew relationships with these key client partners for future program work in accounts with McKesson. Designed project management playbook roadmap guiding future implementation work by project management staff.
- Led communication skills training workshop series attended by 10 project managers and consultants, developing public speaking confidence and presentation skills.
- Developed three staff into new role promotions.
- Worked with regulatory team to lead client and FDA program audits.
- Managed user acceptance testing (UAT) and change request process pre- and post-implementation.

CVS HEALTH, Scottsdale, AZ**2012 – 2013****Senior Implementation Project Manager, Prescription Benefit Plans**

Directed new business prospects from finalist meeting through implementation for Fortune 500 companies, mid-market accounts, retiree Medicare plans, and government agencies through 6 – 18-month implementation process and handoff to account management. Represented CVS Caremark (now called CVS Health) as business leader for all issues during implementation for cross-functional teams located nationwide.

- Earned Certified Project Manager (CPM) designation from Project Management Leadership Group (PMLG).
- Mentored 5 new staff on department operations, teaching best practices and preventing errors.
- Oversaw implementation of highly-visible department transition across prescription adjudication platforms, modernizing technology for current and future client work.
- Integrated department workflows across Arizona, Ohio, Illinois, and Texas, streamlining new client implementations in advance of transition to account manager and account executive post-implementation.
- Acted as expert resource to department management on behalf of account management teams in Illinois.
- Served as critical operations manager during emergency vendor situation affecting 1M new members.
- Worked behind the scenes to keep members happy, healthy, and informed.
- Point of contact for regulatory and quality post-implementation audits.

CVS CAREMARK, Northbrook, IL**2006 – 2011****Senior Account Executive, Health Plan Strategy**

Influenced \$100M book of business while implementing new products and services.

- Represented Caremark at over 100 benefit fairs nationwide.
- Won department award for highest client satisfaction scores and program sales.
- Guided national sales staff on program, increasing sales at CVS stores by 20%.
- Collaborated with Health Action Council of Northeast Ohio (HAC) to deliver high-quality prescription benefits to employer and government agency groups across Ohio. Some of these included retiree Medicare plans.

AON HEWITT, Lincolnshire, IL**2001 – 2006****Contact Center Manager, Employee Benefit Programs and Strategy**

Managed struggling client turn-around and re-implementation in outsourced call center environment across 3 major services: pension, health and group benefits, and 401k. Worked as team leader on Hewitt's largest client account (Verizon Communications) during time of significant change and uncertainty, including leading Verizon Hawaii and Verizon executive staff call center teams as part of 500+ agent call center based in Chicago area.

- Implemented skill-based routing call management system and developed, new training program promoting specialized call center staffing model across 3 services tied to specific life events and caller types, improving customer experience.
- Pioneered highly successful new corporate training program called "Hewitt Leadership Institute" supporting communications skills and leadership development, which continues to operate today.
- Collaborated with client leadership across multiple strategic initiatives quickly producing special project work, enabling retention and expansion of corporate client business and consulting work in position as world's number 1 business consulting firm, Hewitt Associates, in 2003.
- Trained and developed call center staff across multiple client teams and corporate initiatives. Developed call handling tool which would go on to be used by all client teams, ensuring 100% customer satisfaction through every interaction with contact center teams. Numerous staff were expertly trained on benefits plan designs and later promoted to roles of greater responsibility.
- Managed retirement interactions staff to help retirees understand Medicare health benefits with confidence. Educated retirees about benefits coordination with the Verizon plan and Medicare, particularly donut hole provisions, COBRA eligibility, monthly premiums/billing, and age milestones.

BAXTER HEALTHCARE, Deerfield, IL**2000 – 2001****New Business Development Manager (BCU), Financial Services**

Developed new business for Baxter Healthcare. Worked with local companies in northern suburbs of Chicago promote services and grow business by collaborating with HR staff to promote financial literacy and fiscal responsibility for employees through credit union membership and services. Sold financial products within credit union services area (BCU) as a part of broader Baxter Healthcare organization.

EDUCATION**Bachelor of Arts (BA), Business Administration / Entrepreneurship, DePaul University, Chicago, IL, 2004****Project Management Professional (PMP®), Project Management Institute (PMI)****Certified Project Manager (CPM), Project Management Leadership Group (PMLG)****Graduate, Disney Institute™ focusing on business leadership and operations, 2016****INTERESTS****All-American Cross-Country Runner, learning to surf, radio control cars, comedy, Disney historian****Distinguished Toastmaster (DTM), Toastmasters International:**

- Provided strategy to 6 clubs as Director representing 100 members in 2014;
- Founded 2 Toastmasters clubs and served as president of 3 Toastmasters clubs;
- Mentored club management by promoting communication and leadership skills training.

PERSONAL STRENGTHS[Consistency, Woo, Competition, Communication, Harmony](#)