



JOSH BYER

PROFILE

Results-Driven Leader. Expertise in Managing Operations, Team Leadership and Collaboration

Results-oriented operations and team leader with a proven track record in human resources, general management, and healthcare operations. Expertise in team building, program development, and performance evaluations. Skilled in communication, problem-solving, effective leadership and advanced management of projects & programs. Track record of success in meeting financial metrics.

Accountable for all phases of personnel management—hiring, staff development, evaluation, promotion, and separations. Created department playbooks, guidelines, and business requirements documents. Controlled labor costs by optimizing staff requirements, timecard monitoring, staffing calendar management, and workforce management tools. Monitored customer interactions and served as expert resource to close escalated and high-priority interactions. Senior leader for department operations, planning, and project lifecycle iteration. Directed activities of account executives and project managers across portfolios and programs. Managed department work and activities for 1-20 staff in an office environment and remote teams.

- Proven leadership and supervisory experience with the ability to lead multiple projects and teams simultaneously.
- Outstanding project planning and project management skills, meeting tight time constraints and deadlines.
- Solutions-driven manager, mentor, and coach who relates well with people at all levels of cross-functional teams.
- Unwavering commitment to excellence in building teams who meet project goals, deliver results, and exceed KPIs.
- Skilled to identify and recognize extraordinary talent among the team, systems, and practices to build upon strengths.

CONTACT

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EDUCATION

DEPAUL UNIVERSITY - CHICAGO
Bachelors in Business Administration

2022 - 2024
UNIVERSITY OF HARTFORD
MBA - Finance and Healthcare
GPA: 3.89 / 4.0

SKILLS

- Relationship Building/Facilitation
- Medicare, Medicaid, and PBM services
- Project Management
- Performance Evaluations
- Employee Interviews
- Program Development
- Cross-Functional Team Leadership
- Policy Creation and Enforcement
- Critical Thinking
- Contract Negotiations and Audit

LANGUAGES

English

CERTIFICATIONS

Project Management Professional (PMI)
Certified Project Manager (PMLG)
Graduate, Disney Institute (2016)
Distinguished Toastmaster (DTM)

WORK EXPERIENCE

- **The Cigna Group California** 2021-2023
Senior Advisor - Program Management
 - Executed 3 new state market program implementations.
 - Directed agile technology teams, 50+ workstream partners, benefit analysts, and project managers to gather requirements and develop plans, while meeting deliverables as agreed upon in delegation contracts with 10+ partners.
 - Appeared on-camera at several national meetings attended by 1,000+ staff to provide market direction and leadership.
 - Facilitated a new Provider Operating Model to increase KPIs by 11% and meet budget with state Market Presidents.
 - Selected for Cigna MBA program at University of Hartford in Connecticut as a high-potential leader in 2022.
 - Thought leader for growth and expansion throughout region. Worked to forecast opportunities and risks for 12 states.
- **Randstad California** 2020-2020
Senior Project Manager - Cigna
 - Successfully managed integration efforts between Cigna Healthcare and Express Scripts (ESI) post-merger in 2020.
- **Kaiser Permanente California** 2016-2020
Consultant and Chief of Staff
 - Managed project to reduce and prevent surprise bills for members, preventing escalations and retaining plan membership.
 - Facilitated provider group and plan partner claims audit programs as part of the compliance team staff, including Medicare.
 - Managed 8 project initiatives to provide comprehensive services to Medi-Cal members under state benefit regulations.
- **Humana California** 2015-2016
PMO Manager and Chief of Staff
 - Managed 10 projects and 3 project management staff for Medicare programs under the direction of California Market VP.
 - Increased staff cooperation through innovative programs including virtual meetings and in-person events for 10-100 staff.
- **McKesson Arizona** 2013-2015
Product Manager
 - Launched 2 drug programs under complex FDA regulations. Led audits, work teams & compliance activities for approvals.
 - Supervised and trained 20 call center staff with regulatory affairs team to intake provider calls and enrollments.
 - Successful ICD-10 implementation for 20+ clients/provider groups under budget and ahead of schedule with the team.
- **CVS/Caremark Arizona** 2012-2013
Senior Implementation Project Manager Arizona
 - Attended 7 finalist meetings with sales and clinical team. Team closed all new business successfully.
 - Implemented PBM programs for 7 clients. Assisted teams in system platform migration and Salesforce integration.
- **CVS/Caremark Illinois** 2006-2011
Senior Account Manager
 - Managed \$100M Book of Business implementing new products & services. PBM business consulting for national accounts.
 - Delivered program for 25 staff to generate new sales after integration of CVS and Caremark that is still in use today.
- **Hewitt Associates (now Alight, formerly Aon Hewitt) Chicago** 2001-2006
Consultant
 - Managed projects and operations in the healthcare and financial services domains at World Headquarters.
 - Supervised 10-15 staff and associated metrics/reporting for Fortune 500 national accounts in outsourced contact centers.

INTERESTS AND ACCOLADES

- Disney Historian
- Learning to Surf
- Marathon Runner
- Fitness Enthusiast
- Triathlete
- Track Cyclist
- President and Founder for several Toastmasters clubs
- ICARE award winner for demonstrating all 5 CVS corporate values
- Volunteer for poverty alleviation and financial literacy causes
- Member, Society of Actuaries (SOA)
- Investment and Portfolio Management Club
- CVS/Caremark Account Manager of the Year (President's Club)