

MIKE SMITH

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SENIOR FINANCE EXECUTIVE • CHIEF FINANCIAL OFFICER

Finance-Operations Integrator and Strategic Business Partner; Data-Driven Change Driver

Executive-level financial credentials developed through a grounded, yet rapidly progressing career – advancing to build, implement, and oversee financial management systems; significant experience in transforming financial operations and health plan finance. Developed top-performing staff creating collaborative, engaged teams aligned to business objectives, with leadership that directly impacts and maximizes the success, growth and profits of organizations.



*Strategic Planning & Forecasting / Revenue & Profit Growth / Internal Controls & Risk Management / Operational Problem Solving
P&L and Budget Direction / Financial Planning & Profitability Analysis / Process Improvement / Team Engagement & Leadership*

CAREER EXPERIENCE

ABC COMPANY, New York, NY

3/2009 – Present

VP, FINANCE – IT & CUSTOMER EXPERIENCE (7/2018 – Present); **VP, FINANCE – CUSTOMER EXPERIENCE** (6/2016 – 6/2018)

Collaborate with CFO to build financial strategy aligned with overall customer experience objectives; serve as Strategic Finance Partner to Executive VP of Customer Experience and CIO in streamlining customer and technology operations, improving the customer experience at all levels, and accelerating progress towards ABC's trusted advisor status.

- Oversight for \$650 million operating budget consisting of 4,000 on-shore employees and off-shore vendor resources, including claims operations, call centers, billing and payments, IT infrastructure/applications, and enterprise analytics.
- Plan and implement company-wide enterprise process transformation strategy aimed at reducing administrative expenses by \$300 million over 5 years. Currently in first year of execution with goal of realizing initial \$52 million in savings.
- Lead high performing team of finance professionals who are highly engaged and regarded as trusted advisors for our business partners.
- Key contributor for elite executive committee focused on establishing sustainability of long-term and transformational cost savings and defining company-wide approach to health care and administrative cost savings over the next 3 years.
- Champion employee growth and development through direct mentoring, sponsoring employee resource groups, and facilitating organization-wide manager and leadership training.

Key Successes

- Transformed underperforming financial operations, exceeding targets for the first time in a decade; beat annual budget by \$30 million which allowed for reinvestment in innovation.
- Boosted team performance and engagement during period of change; exceeded benchmarks in each category of 2018 Great Place to Work survey. Earned 94% People Manager Quality Index for team, a 17-point improvement over 2 years.
- Saved \$32 million by re-negotiating multi-year payment processing contract.
- Developed and implemented robust enterprise payment integrity program focused on eliminating systemic fraud, waste, and abuse in claims payments; saved \$180+ million over 3 years.
- Stood up new Customer Experience internal controls resulting in no unsatisfactory internal audits in 2018.

SENIOR DIRECTOR, MARKETS FINANCE (2/2015 – 6/2016)

Oversight for all strategic matters and direction relating to financial management and performance of company's employer, consumer, and senior markets membership, as well as more than \$17 billion in annual revenue.

- Consolidated and reported on total company membership and gross margin for monthly actual results, quarterly forecasting, and annual planning at the executive and board levels.
- Key strategist on Markets/Corporate Finance executive requests and enterprise-wide strategic projects, including annual short and long-term incentive planning, industry analysis, capital planning, and M&A.

Key Successes

- Spearheaded Operating Committee Program comprised of monthly executive level, cross-functional forums.
- Established best-in-class financial controls/processes for administrative cost allocations and implemented pricing/revenue impacts related to the Affordable Care Act provisions and taxes.