Jennifer SaintCyr

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EXPERIENCE

**PROFESSIONAL SUMMARY**

Experienced Project Manager with over 7 years of experience in healthcare, insurance, and customer service. Proven expertise in managing cross-functional teams, driving process improvements, and ensuring compliance with regulatory requirements. Adept at leading teams, managing complex projects, and fostering a productive work environment. Excellent problem-solving, analytical, and communication skills.

**PROFESSIONAL EXPERIENCE**

**Enhance Health – Licensing Account Manager/*Project Manager/Carrier and Contracting Manager***

*November 2020 – Present*
*Location: Sunrise, FL*

* Lead and developed a team of licensing account managers to drive consistency, efficiency, and compliance, consistently exceeding performance goals. Managed the licensing and credentialing processes for brokers and third-party partners ensuring all necessary documentation is submitted and approved.
* Developed business plans and strategies to enhance team performance using various performance indicators and contact center metrics.
* Managed relationships with insurance carriers, healthcare providers, and third-party vendors to facilitate seamless contract execution; as well as serving as a point of contact for all carrier relationships and the company.
* Oversee the reconciliation of transactional spend, ensuring compliance with state departments of insurance and CMS. Reviewed changes in state and industry regulations to assess their impact on existing business processes.
* Partnered with leadership to implement training curricula for new and existing agents and drive best-in-class development programs.
* Execute new systems/processes for company expansions and new product types.
* Ensure timely and accurate reporting on productivity and other performance metrics to achieve revenue and production goals.
* Lead the disciplinary process and assist in the recruitment and training of new Account Managers and Supervisors as well as prospective brokers. Oversee contract completion, onboarding, and licensing processes, ensuring smooth operations across multiple sub-companies.
* Created a new business entity catering to the individual and employer health insurance market, generating revenue by offering tailored health insurance solutions to consumers.
* Collaborated with multiple state departments of insurance to ensure the new health entities are fully licensed and compliant with regulatory requirements.
* Conducted internal audits to ensure the company’s licensing and contracting processes are consistently followed. Developed and implement strategies to optimize the licensing and contracting processes reducing time and increasing efficiency.
* Collaborated with Sales, Operations, Legal, Compliance internal teams regarding licensing and contracting issues to ensure contracts are aligned with business objectives and revenue targets.

**Supervisor of Elections – *Election Support Specialist***

*August 2020 – November 2020*
*Location: Sunrise, FL*

* Facilitated the timely submission of early ballots, ensuring compliance with election-related deadlines and protocols.

Streamlined processes to enhance the accuracy of mail-in ballot distribution, improving operational efficiency.

**Atlantic Health – *Verification/Customer Service/Quality Assurance***

*November 2016 – February 2020*
*Location: Pompano Beach, FL*

* Provided customer service by guiding clients through complex application processes and handling confidential information with care.
* Recognized for taking on additional responsibilities, including call monitoring to ensure product sales effectiveness and compliance.
* Maintained accurate and up-to-date records in Excel, demonstrating attention to detail and strong organizational skills.
* Effectively managed peak periods such as open enrollment, displaying flexibility and dedication to customer needs.

**EDUCATION**

**Broward College (Current)**
*Pursuing Business Degree*

**Piper High School**
*Graduated: June 2016*

* GPA: Above 3.0

 **SKILLS**

* **Licensing & Compliance**
* **Contract Management**
* **Project Management**
* **Business Strategy & Development**
* **Team Leadership & Development**
* **Data Analysis & Reporting**
* **Communication & Collaboration**
* **Software Proficiency**