

# Jennifer Saint-Cyr

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## **PROFESSIONAL SUMMARY**

Experienced Project Manager with over 8 years of experience in healthcare, insurance, and customer service. Proven expertise in managing cross-functional teams, driving process improvements, managing complex projects, and ensuring compliance with regulatory requirements.

## **EDUCATION**

### **Broward College**

*Business Administration*

**2024-Present**

Coconut Creek, FL

## **WORK EXPERIENCE**

### **Enhance Health**

**November 2020-Present**

#### ***Project Manager/Carrier and Contracting Manager***

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.
- Collaborated with Sales, Operations, Legal, Compliance internal teams regarding licensing and contracting issues to ensure contracts are aligned with business objectives and revenue targets.
- Collaborated with multiple state departments of insurance to ensure the new health entities are fully licensed and compliant with regulatory requirements.

### **Atlantic Health**

**November 2016-February 2020**

#### **Verification/Customer Service/Quality Assurance**

Pompano Beach, FL

Provided customer service by guiding clients through complex application processes.

- 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.

## **TECHNICAL KNOWLEDGE**

### **AgentSync: Insurance Compliance Software**

**5 years**

- Proficient in setting up and managing agent onboarding processes, including document collection, background checks, and credential verification.
- Expertise in managing agent licensing, ensuring compliance with state and federal regulations through automated workflows.

### **National Insurance Producer Registry: Licensing Center**

**5 years**

- Expertise in navigating the NIPR Licensing Center to manage insurance producer licensing across various states, ensuring compliance with state-specific requirements.
- Proficient in tracking license renewals, monitoring license status, and ensuring all licenses are active and up to date for agents and brokers.

## **ADDITIONAL DATA**

Skills: Contract Management, Project Management, Business Development, Licensing & Compliance

Interests: TikTok, Travelling