

## CATHERINE MASON

40 Duck Pond Crossing • Plantsville, Connecticut 06479  
203.415.9200 • catherinemasone800@gmail.com

### SERVICE DELIVERY EXECUTIVE

Self-motivated professional with demonstrated history of successful client service and medical technology administration while promoting efficient service operations and providing valuable guidance to clients. Versatile and dynamic, offering solid experience in developing innovative strategies improving quality and delivery of services, as well as, enhancing department efficiencies amidst fast-paced working environments. Organized and detail oriented individual who exemplifies professionalism, and an ability to manage multiple projects and tasks at any given moment. Highlighted leadership qualities and the ability to work with, manage, and mentor individuals from varying backgrounds, while promoting team values. Driven partner with desire for increased responsibility and professional growth while leveraging extensive client relationship management, client relations, process improvement, and problem resolution.

---

Change Management • Consulting • Joint Ventures • Strategic Planning • Process Improvement • Recruiting  
Training / Development • Performance Management • Needs Assessment • IT Strategy • Technical Support  
Deployment / Migrations • Business Development • Account / Territory Management • Client Relations  
Needs Assessment • Presentations • Inventory Management • Vendor Relations • Operations Management

---

### PROFESSIONAL EXPERIENCE

#### **SURGICAL INFORMATION SYSTEMS (Formerly SOURCEMED), Wallingford, Connecticut**

##### **• 05/2004 – Present**

*Largest provider of surgical software solutions and rehabilitation software solutions for ambulatory surgery centers, surgical hospitals, and rehabilitation clinics nationwide.*

##### **Service Delivery Executive – National Accounts • 05/2006 – Present**

Foster and leverage solid working relationships with Corporate Management Company Executive Level Teams overseeing Ambulatory Surgery Centers (ASCs) including Specialty Hospitals (SHs) nationwide. Develop, implement, and manage process and workflow improvements such as leading cross-functional teams within Client Services, Training, Sales, and Product Management departments. Handle enterprise scale project management, educate corporate clients in comprehension of current ASC and Specialty Hospital workflow facilitating corporate personnel in deployment of streamlined process improvements across all managed ASCs and SHs. Provide comprehensive insight to sales opportunities for increased revenue by executing gap analysis for corporate leadership. Facilitate and support enhanced communication and ROI for client and SM revenue through deployment of corporate workflow initiatives across multiple ASC facilities.

##### **Achievements:**

- Boosted workflow from 30% to 50% by directing \$1.3M CRM migration to Salesforce.com service cloud application and delivering implementation within 6 months through strategic leadership of team and training.
- Facilitated \$1M+ government incentive payout to 3 Specialty Hospitals through effective management of Meaningful Use Certification Projects.
- Increased SourceMedical sales \$500k, plus upfront revenue, by driving and managing clinical and financial software implementation, optimization, and training initiatives for 4 major ASC development / management companies.
- Bolstered seamless product migration while maintaining service levels for 45 corporate ASC accounts through coordination and management of enterprise project with cross functional teams.
- Optimized financial and clinical performance of products by performing product demonstration determining best practices.

##### **Director of Client Services (SOURCEMED SOLUTIONS) • 05/2004 – 05/2006**

Spearheaded client services technical support operations supporting 1500 practice management, ambulatory surgical centers, and surgical hospital clients. Handled task delegation and performance management of 3 Supervisors with 38 Full-time Employees (FTEs), and managed remote staff. Created and implemented transactional client satisfaction survey program utilizing Survey Monkey for SourceMed implementations, training, and support departments facilitating direct access to staff performance and quality review, improving customer service results.

**CATHERINE MASON**

• Page 2 •

catherinemasone800@gmail.com

---

**Achievements:**

- Slashed client problem resolution time through development of process manual and communication guidelines for Account Managers improving internal communication of outstanding client issues with client services.
- Seamlessly integrated newly acquired operations staff, telephony infrastructure and business process for acquisition and took reigns of operations team servicing next generation ASC software while improving service levels to clients.
- Delivered 40% decrease in calls to voicemail, reduced client hold time 1 minute and 18 seconds, shrunk average talk time 4 minutes, and boosted same day resolution 12%, as well as, increasing next day resolution 15%, and reducing backlog 70% within one year through consolidation of call center to Tier 1, 2, 3 Call Center Model.
- Enhanced employee engagement and morale by designing, developing, and delivering Adult Learning and Customer Service Skills to Operation Teams.
- Bolstered smooth transition, closing SourceMedical satellite office in Lafayette, CA with successful integration of telecommunication infrastructure to Wallingford, CT Call Center.

**FIRST COAST SERVICE OPTIONS (Formerly UNITED HEALTHCARE CARRIER FOR MEDICARE B) Meriden, Connecticut • 04/1998 – 08/2001**

*Provides administrative services for government-sponsored health care programs.*

**Manager – Customer Service**

Oversaw Medicare B Call Center servicing 600k Medicare beneficiaries and 17k providers while maintaining government service levels and ensuring passing scores on annual HCFA audits. Directed activities for 2 Supervisors with 27 FTEs. Forecasted and adjusted monthly and yearly budget aligning with Government Contract budget. Improved and maintained service levels ensuring achievement of Health Care Finance Administration contractor performance requirements. Trained staff on Avaya CentreVu Supervisor, as well as Call Center management system increasing ability to manage resource call handling and establish expectations and standards. Managed phone switch (PBX), call management system (CMS, CentreVu Supervisor), Auto quality system (Etalk), and (IVR) Voice Response Unit. Served as Coach and Trainer for Connecticut Medicare A and B service operation departments building emphasizing teamwork and collaboration facilitating quicker problem resolution.

**Achievements:**

- Improved Avaya Call Management System reporting for daily, monthly, and year-to-date reporting consolidating reports from three to one report nationally for all Medicare B contractors.
- Successfully implemented new HCFA standardized Quality Monitoring process for Call Centers in Meriden, CT (Part A and B), and Richmond, Virginia offices with Etalk / Autoquality.
- Eliminated unnecessary transfers through development of call routing plan streamlining callers to appropriate departments.

**CAREER NOTE:** Additional experience includes roles as Customer Service Manager – MD HEALTH PLAN, and Educator – AETNA LIFE INSURANCE COMPANY. Details available upon request.

**EDUCATION**

**Bachelor of Science – Health and Human Services**

University of Connecticut – Storrs, Connecticut

**PUBLICATIONS / PRESENTATIONS**

Adult Learning • Quality Program • Customer Service Survey Design and Delivery

**TECHNICAL SKILLS**

Microsoft Office Suite • HealthCare Software • ASC Software • Dictation Software • Survey Monkey