

LISA G. BRADLEY

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SUMMARY

A customer service focused leader with extensive experience in effectively supporting internal and remote customers in a complex technical environment. Areas of expertise include staff management, oversight of account ID administration, compliance and regulatory audit reviews (HIPAA, SOX, SAS70), project resource management, process improvement, and technical writing.

- AS400 - Role Based Security & Administration
 - Audit & Compliance (HIPAA, SOX, SAS70)
 - Technical Writing (Training & Self-Service, Policies & Procedural Documentation)
 - Metrics - Reporting & Analysis
 - Remedy - 2nd Level Problem Resolution
 - Project Management (Task Delivery & Resource Oversight)
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PROFESSIONAL EXPERIENCE

HEALTH NET, Inc. - Shelton, CT

April 2001-March 2009

A Fortune 500 Provider of Managed Healthcare Services

(Formerly Physicians Health Services/PHS Health Plans)

Supervisor, User Support - IT (2002-2009)

Supervise and manage a team of Access Administration Specialists, oversee adherence to corporate information security policies and account ID administration in a complex technical environment supporting 10,000+ employees. Prioritize the workflow of network and systems access requests in a combined Windows/Novell environment, including AS400, Macess, Lotus Notes, Citrix and VPN. Manage and analyze team performance via ACD statistics and production metrics reporting; deliver performance reviews and salary adjustments. Meet established SLAs for 2nd level problem resolution. Lead and participate in system security audits for HIPAA and Sarbanes-Oxley compliance; provide control documentation for SAS 70 Certification audit process. Assign team resources and oversee project tasks; implement and document new processes as determined by business requirements and senior management.

Key Contributions:

- Participated in the SAS 70 Certification process, internal and external system audits with successful results.
- Implemented AS400 and Macess security administration transfer to the Access Administration team to establish a centralized account administration process, effectively reducing operational costs.
- Established paperless request process via Lotus Notes database for Northeast and Arizona divisions to successfully streamline processes, shortening turnaround time and increasing accuracy.
- Collaborated with western region counterpart to create a virtual team consisting of East/West staff, establishing a single point of contact to the business.

Supervisor, IT Support - Help Desk (2001-2002)

Supervised a team of Technology Support (Help Desk) Specialists, providing desktop and telephone support for the Northeast division of 2,000 employees. Managed a rotating schedule for telephone coverage and on-site desktop support. Reviewed open tickets to ensure adherence to SLAs, analyzed ACD call system statistics and managed individual staff performance. Drafted company-wide communications related to technology incidents and planned downtimes.

Key Contributions:

- Configured and established a standard Windows 2000 laptop image for distribution to Northeast sites.
- Scheduled the upgrade of 2,000+ workstations from Windows 95 to Windows 2000.
- Coordinated workstation setups and on-site support for the Call Center relocation of 200+ staff.

PHYSICANS HEALTH SERVICES (PHS Health Plans) - Trumbull, CT

October 1990-April 2001

Senior Technology Support Specialist / Team Lead (1998-2001)

Provided technical support for the Northeast regions 2,000+ internal associates and external vendors. Maintained a problem resolution database, identified trends, performed advanced troubleshooting and resolution. Researched new technologies; tested new desktop and laptop models. Managed standard configurations and images; deployed new computer equipment to associates. Worked with network engineers to distribute version updates and new applications. Identified support issues and configuration instabilities. Managed vendor warranties and advanced hardware service calls. Served as primary support for laptop configurations and remote access connectivity issues. Created self-service training brochures and troubleshooting tips for corporate-wide distribution.

Earlier Positions Held:Technology Support Associate

Analyzed, prioritized and resolved hardware/software problems via telephone and on-site technical support. Maintained a problem management database, identified and documented trends, technical issues, and resolutions in order to avoid recurring situations. Communicated with clients regarding status, scheduled downtimes, and global issues. Supported Microsoft Office (Word, Excel, PowerPoint, Access), IBM AS/400, Oracle, Business Objects, DOS, Windows 3.x, Windows 95/98/2000 and Novell NetWare. Performed software installations, upgrades and deployment of equipment throughout Northeast locations. Traveled to regional offices to troubleshoot and resolve technical issues, performed system maintenance, memory upgrades, configured workstations and printers for network connectivity. Maintained hardware/software inventory database. Created documentation and conducted training sessions for telecommuters utilizing remote access. Acted as primary contact for laptop configuration, staff moves, and the relocation of equipment.

Information Services Secretary

Provided administrative support for the CIO, Vice-President and IT staff. Ordered computer hardware and software, prepared Purchase Orders and processed invoices for payment. Interacted with vendors and the Finance department to resolve payment inquiries. Maintained standard software licenses, software installations, managed hardware warranty service calls. Recorded and tracked capital and expense budget expenditures. Negotiated with vendors, researched and produced cost comparison to recommend training facilities and locations, and scheduled software training for various staffing groups. Managed travel itineraries; served as department liaison for facilities-related issues.

Member Relations Secretary

Provided administrative support for Member Relations management staff. Managed member calls, arranged meetings and seminar reservations, prepared and distributed meeting materials and reports, Insurance Department, Consumer Bureau, legal and reconsideration responses. Processed department payroll, purchase orders and check requests.

UNION TRUST COMPANY - Trumbull, CTInquiry Settlement Specialist, Customer Relations

Researched credit card account inquiries involving disputed charges, adhering to the time frames specified by state and federal laws. Communicated with customers via telephone and drafted resolution notification letters regarding their status inquiries. Processed online charge-backs, posted and reconciled A/R, A/P and G/L accounts. Processed refunds, collection letters, Treasurer's Checks, updated department form letters, and assisted manager with projects and monthly reports.

EDUCATION**CONNECTICUT BUSINESS INSTITUTE - Stratford, CT**

- Information Management Specialist

**Graduated with Diploma
Grade Point Average 4.0**

FEDERAL GOVERNMENT SECURITY CLEARANCE

September 2006 – Obtained Favorable Adjudication for the Department of Defense Information Technology Security Certification and Accreditation Process (DITSCAP) for an ADP/IT-II Level Clearance.

PROFESSIONAL DEVELOPMENT**PC Software/Hardware & Business Training:**

- Lotus Notes
- Microsoft Office Professional
- Dell Certified in Optiplex & Latitude models
- Remedy
- Troubleshooting PC Hardware
- Novell IntraNetwork 4.11 Administration
- Microsoft Project
- Supervisory Excellence Training
- Implementing Windows 2000 Professional & Server
- CompTIA Project+
- Technical Writing
- Managing for Success (Management Training)