

Matt Zimmerman

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Summary

Results-oriented and dedicated leader with a proven track record of driving organizational success through the strategic implementation of various technologies. Adept at translating high-level strategies into actionable plans, programs, and projects. Demonstrated proficiency in optimizing solutions and leveraging data-driven insights to enhance organizational outcomes. Skilled in executive-level presentations and known for fostering transparent collaboration across cross-functional teams.

Key Skills

- HTML, CSS, JavaScript, C++, C#, Python, SQL
- Strategic planning and execution
- Executive-level presentations
- Portfolio and budget management
- Power BI, QlikView, Tableau
- Metric development and analysis

Certifications

- AWS Developer Associate (expected 4/24)
- AWS Solutions Architect Associate
- Microsoft Azure Administrator Associate
- IBM Applied AI Professional
- Salesforce Certified Sales Cloud Consultant, Service Cloud Consultant, Platform App Builder, Administrator
- Six Sigma Green Belt

Experience

HUMANA

2015 - 2023

Strategy Advancement Advisor | 2022 - 2023

Led successful technology development and integration in line with key strategic initiatives. Steered intake, prioritization, and development of essential operational reports and leadership dashboards, fostering informed decision-making and strategic planning.

Key Contributions:

- Functioned as organization business lead for IT and reporting workstream, driving expansion of proprietary value-based homecare model
- Created and delivered compelling presentations to executive levels, effectively communicating complex strategies, milestones, and program outcomes
- Led design and development of comprehensive Power BI dashboard, integrating cross-functional operations and analytics for Humana business and IT leaders, and external acquisition teams
- Established and led vital cross-functional IT prioritization and update sessions with senior leadership

Chief of Staff | 3 direct reports | 2018 - 2022

Served as Chief of Staff to VP of Operations, driving organizational strategy, communications, and cross-functional team collaboration. Leveraged in-depth knowledge of business strategy and financial metrics, leading to successful data-driven and strategic organizational outcomes.

Key Contributions:

- Headed development of strategic models, analyses, and ROI evaluations for investment and business model modifications in collaboration with VP and segment leaders
- Directed the governance and coordination of quarterly and annual strategic and operational planning processes, including \$100M operational budget and \$30M IT budget

- Revamped internal communications strategy that enhanced organizational coherence and employee engagement
- Served as reporting and communication liaison and primary connection point among group business operations, segments, and key stakeholders within Humana
- Created and led a successful program for developing and mentoring operational leaders

Strategic Consultant | 5 direct reports | 2017 - 2018

Led skilled team in conducting primary research with external customers with key focus on identifying critical friction points and essential tasks. Orchestrated and facilitated dynamic ideation sessions with cross-functional SMEs and external customers.

Key Contributions:

- Steered adoption of lean startup and agile methodologies in operational areas
- Pioneered development of project roadmap processes and tools for GBO organization
- Provided direction and guidance to diverse, cross-functional teams, fostering culture of transparency and enterprise collaboration
- Devised innovative interactive journey mapping tools, enhancing customer experience assessment, and significantly boosting transactional Net Promoter Scores

Innovation Consultant | 3-7 Direct Reports | 2015 - 2017

Built and implemented advanced tools and processes for B2B strategic planning and reporting, streamlining decision-making, and enhancing strategic insight.

Key Contributions:

- Headed adoption of lean startup/agile methodologies within B2B operations that improved efficiency and innovative operational practices
- Led design, launch, and testing of new online community for members and employers
- Collaborated with the experience transformation team to expand administrative and reporting systems capabilities

HUMANA GOVERNMENT BUSINESS

2006 - 2015

Innovation Consultant | 2014 - 2015

Identified opportunities for performance enhancement and cost reduction across various operational areas. Maintained consistent collaboration with both internal and external partners to execute key enterprise strategic initiatives. Supported leadership through service model transformation initiatives, contributing to significant improvements in service delivery and efficiency.

Key Contributions:

- Conceptualized, created, and managed an executive leadership dashboard, providing critical insights and real-time data for informed decision-making
- Engineered sustainable quality audit tool to streamline teams, consolidate processes, and decrease operational effort, friction, and analytical turnaround time
- Directed creation of comprehensive growth and development program for Humana Government Business

Systems Manager | 7-17 direct reports | 2011 - 2014

Oversaw subcontractor system modifications, including budgeting and approval processes. Spearheaded execution of ICD-10 for Humana Government Business and its subcontractors. Guided strategy and implementation of self-service initiatives across multiple organizations. Managed revenue cycle functions for two Veterans Affairs contracts (Project ARCH, Project HERO), ensuring optimal financial performance and compliance.

Key Contributions:

- Fostered collaborative relationships with multiple subcontractors, the Department of Defense, and the Department of Veterans Affairs
- Saved annual postage worth \$444K by implementing cost-cutting initiatives
- Executed Six Sigma project within the provider network, yielding \$1.5M in verified annual savings

- Administered provider capital and medical education reimbursements exceeding \$130M annually

Process Manager | 2010 – 2011

Led multiple TRICARE contract change order projects from start to finish, including performing detailed technical evaluations of subcontractor cost proposals and submitting them to government representatives.

Technology Analyst | 2006 – 2010

Primary technical support point of contact for Senior Executive staff. Improved productivity by developing new processes and applications.

Education

Master of Business Administration (MBA) | Indiana University

Bachelor of Science in Computer Engineering and Computer Science | University of Louisville