

Kerrie J. Lindberg

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2020 – Current	Director Customer Care	GEHA, Inc.
2014 – 2020	Director Customer Operations	Cargill, Inc.
2012 – 2014	Reimbursement Operations Manager	McKesson Co.
2009 – 2011	Regional Customer Care Manager	AmerisourceBergen Co.
2002 – 2008	Credentialing Operations Manager	Ingenix, Inc.

Career Experience

GEHA, Inc – Remote

November 2020 - Current

Director Customer Care Services

Leadership of Customer Care operations serving the health and dental insurance needs of U.S. Government employees and their families and support for Healthcare and Mental wellbeing Providers.

- **Cross-functional Leadership** of people, process, and technology with strategic emphasis of QA, digital and social media support, new hire learning and development and our Customer Experience teams.
- **Implemented efficiencies** in processes allowing for elevation of team performance, reduction of customer escalations and overall handle time, and continuous improvement in our member experience reflected in VOC scores.
- **Design and deployment** in divisional structure allowing for part-time, flexible schedules, and 4-day workweeks in addition to creation of key roles necessary for strategy achievement. Realized benefits to date include reduction of attrition and increased Gallup Q12 score.
- **Co-Chair** - DE&I Employee Resource Group serving our Hispanic employee population, leading learning initiatives for internal stakeholders, and initiating growth opportunities in our local Kansas City community.

Cargill – Lenexa, KS and Winnipeg, Manitoba

May 2014 – March 2020

Director Customer Operations – Supply Chain North America

Strategy development and implementation of centralized service center with leadership of Accounting & Finance (OTC and PTP) Employee Relations, Customer Service and Sales Support teams in the U.S. and Canada. Oversee global talent discussions and succession planning focused on performance development and engagement-based retention.

- **Service Transformation** – Developed and delivered new centralized customer service and virtual-based shared services teams to provide focused support to customers in a \$6.4B grain trading finance division. Partnered in the customization and implementation new technology platforms, including Salesforce and SAP.
- **Organizational Design** – Creation of functional and leadership roles and full WFM scaling for 320+ US and 200+ Canadian associates with focus on overall customer service delivery and organizational objectives
- **Cost Reduction** – Significantly reduced costs by 26% with improved organizational structure changes and reduction of brick-and-mortar real estate. Deployed business process outsourcing techniques with realization of stabilization through efficiencies applied
- **Collaboration** – Partner with our farmers, food and bio-fuel companies to ensure our Cargill elevators receive grain in a timely manner to maintain expected supply chain.

McKesson Specialty Health – Overland Park, KS

January 2012 – May 2014

Reimbursement Operations Manager – Patient Reimbursement and Access Operations

Led site operations and human resources management for a matrix organization with oversight of processing of patient medical reimbursement and treatment protocols in compliance with HIPAA guidelines and other regulatory agencies.

Efficiently led business development efforts with development of key relationships with pharmaceutical manufacturer and physician clients.

- **Employee Satisfaction** – Increased employee satisfaction with third-party survey results improving from 77% to 94%

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- **Sales Presentations** – Recognized for sales presentations and customer relations support
- **Site Closure & Divestiture** – Collaborative and hands-on leadership during changes leading to site closure and movement of business to Arizona. Ensured compliance with Federal, State, and corporate policies for full reduction of staff and real estate transition

AmerisourceBergen – Kansas City, MO and Eden Prairie, MN

February 2009 – January 2011

Regional Customer Care Manager

Leadership for regional customer care and inside sales operations within a distribution center environment delivering annual revenues over \$2B to over 800 customers.

- **Transformation** – Revamped the organizational structure with elimination of positions and job reconfigurations that provided \$100K in savings in while still exceeding customer service levels.
- **Process Design** – Developed new processes that empowered customer care team with focus on retention of current business and acquisition of new business by having a regional mindset, rather than a local market mindset. Realization of increased customer satisfaction and increased revenue streams.
- **Regulatory Accreditation** – Ensured pharmaceutical distribution and regulatory accreditation of team to ensure DEA and FDA compliance.

INGENIX– Lenexa, KS

January 2002 – January 2008

Credentialing Operations Manager

Implementation, deployment and leadership of customer operations servicing physician and hospital credentialing. Remote leadership of U.S. and India-based customer service teams with oversight of online credentialing technology services for over 500,000 physicians and Allied Health professionals.

- **RFP Proposal and Award** – Implemented credentialing operations contact center with oversight of design, organizational structure, and staffing to ensure operational efficiency and productivity
- **System Improvements** – Introduced Captiva OCR system used by physicians and hospitals for ease in submission of data through Coalition of Affordable Quality Healthcare (CAQH) portal for delivery to over 1,000 private insurers
- **Onsite Training** – Provided onsite University training to health plans and Providers at Tufts, Boston University, and Blue Cross Blue Shield of Massachusetts
- **Business Process Outsourcing** – Led the successful and smooth transition of operations to Chennai, India in partnership with Cognizant. Co-Management of offshore teams for 1 year as part of Business Continuity Plan

Education & Credentials

2015	Master of Science, Business & HR Management – Kaplan University
2011	Bachelor of Science, Business – Park University
2020	FEMA ISO-100, ISO-200, & ISO-700 Certification
2018	Certificate Program, Psychology of Leadership – Cornell University

Volunteer & Board Experience

2022 – Current	Board of Directors, Hope House, Kansas City
2021 – Current	Missouri State University, Customer Experience Advisory Board