

MICHELLE R. FAIRHOLM

74 Martinsville Road Glastonbury, CT 06073
 (860) 633-4200 Mfairholm@gmail.com

CAREER OBJECTIVE

Management and training position emphasizing program development and implementation, benchmarking, platform presentation skills, and internal review consulting

EDUCATION

University of Connecticut Storrs, CT May 1994
Master of Business Administration - Management and Finance

Middlebury College Middlebury, VT May 1990
Bachelor of Arts - Psychology, minor Women's Studies

COMPUTER ABILITIES

Microsoft Office Package: Word, Excel, PowerPoint, Access

EMPLOYMENT HISTORY

Strategic Services Manager -- Hewitt Associates, Hartford, CT February 2003 - August 2005
 Responsible for benefits administration and consultation aimed at benefit plan design and interpretation, plan effectiveness, customer satisfaction, reduction of turnover, and cost control. Prepared monthly and quarterly reports, provided strategic analysis and solutions. Managed all customer communication regarding benefit, health, and well-being products and services. Lead customer-specific projects.

Manager of Training - Hewitt Associates, Hartford, CT August 1999 - February 2003
 Created, staffed, and managed national training department. Developed and communicated policies and procedures. Designed, developed, and delivered training programs on benefits administration, products and services, new hire orientation. Participated in continuous quality improvement initiatives.

Senior Client Services Manager - Aetna, Hartford, CT October 1996 - August 1999
 Managed customer benefits administration. Implemented new business. Investigated, analyzed, and developed creative solutions to client-specific problems and employee issues related to any aspect of operations through active cross-functional team participation. Provided leadership to account management teams.

Graduate Assistant -- UConn, Storrs, CT August 1994 - May 1996
 Contributed to the development and delivery of physician training programs in managed care partnerships and hospital administration in the Center for Health Systems Management. Supported both graduate HealthCare Management and undergraduate Health Systems programs.

Senior Health Benefits Manager -- Foundation Health, Boston, MA January 1991 - August 1994
 Managed team of Health Benefits Managers. Coordinated service on hotline for Medicaid Managed Care Program. Planned and implemented Provider Service training workshops and customer service training.

INTERESTS

Cycling, Knitting, Travel, Historic Reenactments

This is an experienced candidate, using a Chronological resume. A Chronological resume begins with current information and then moves backwards in time.

Compare the differences in the two Fairholm resumes. This, a Functional resume, focuses on skills acquired through many positions. Functional resumes are best used when the candidate has much experience, and wants to move to a different industry or different type of work. For example, changing from Education to Business. It may also be a good format for someone who has changed jobs many times.

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MANAGEMENT AND LEADERSHIP

- Directed national team of Training Consultants; managed and motivated staff; created and drove a common vision; articulated measurable objectives for strategic goals
- Developed department business plans and managed the department budget
- Interviewed and hired staff; monitored staff performance; performed job evaluations; responded to staff performance issues; reported on team performance against business goals
- Executed detailed process and workflow analysis with acute attention to detail

TRAINING, DEVELOPMENT, AND INSTRUCTIONAL DESIGN

- Developed or purchased and customized effective training programs that met business needs in conjunction with functional managers
- Implemented strategic and tactical design of training programs - job responsibilities, technical and soft skills, leadership development, presentation skills, time management, business etiquette
- Facilitated and evaluated new hire training programs as well as ongoing staff training and professional development programs
- Participated in organization technical analysis, process mapping, and process improvement projects
- Managed multi- functional training, process improvement, and new system- related projects while consulting with various functional departments and key stakeholders

CUSTOMER SERVICE AND RELATIONSHIP MANAGEMENT

- Succeeded in developing and managing customer relationships for accounts ranging in size from 5,000 - 50,000 employees across the United States and overseas
- Collaborated with and provided leadership to cross- functional account management teams
- Prepared and delivered quarterly customer reporting package, investigated and presented trend concerns, and proposed course of action to improve outcomes
- Investigated, analyzed, and developed creative solutions to client- specific problems and issues

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EMPLOYMENT HISTORY

Strategic Services Manager	Hewitt Associates, Hartford, CT	February 2003 - August 2005
Manager of Training	Hewitt Associates, Hartford, CT	August 1999 - February 2003
Senior Client Services Manager	Aetna, Hartford, CT	October 1996 - August 1999
Intern, Medical Economics	CIGNA, Bloomfield, CT	May 1996 - September 1996
Graduate Assistant	Univ. of Connecticut, Storrs, CT	August 1994 - May 1996
Senior Health Benefits	Foundation Health, Boston, MA	January 1991 - August 1994