**CARLA HOWARD**

Van Nuys, CA   (917)602-0187

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Passionate management professional with 15 years of experience and a proven knowledge of regulatory compliance, operations, and project planning. Aiming to use my established leadership and communication skills to effectively fill the vacant role in your company.

**Experience**

**ANTHEM INC.**, Van Nuys, CA 2019 - 2020

**Program Director**

* Identified impacted stakeholders, confirmed business and IT impacts and established roles and responsibilities and spans of authority for federal and state mandate initiatives.
* Interfaced with 15 cross-functional operational areas to develop epics, user stories, communications and project plans for agile and waterfall IT projects.
* Maintained a multi-state portfolio of over 50 open mandate projects, involving a large program with more than $4,000,000 in IT spend.
* Performed risk management assessments to create mitigation prevention, acceptance, and response strategies.
* Mentored and coached Execution Project Managers, Junior level Program Managers and Product Owners.
* Developed workflows, training, and streamlined business processes by eliminating unused workflow steps, resulting in higher efficiency when entering records into the Compliance 360 system.
* Prepared monthly project status reports and scorecards for state and enterprise senior management.

**ANTHEM Inc.**, North Hollywood, CA 2010 - 2019

**Mandates Planning Manager/Account Management Senior Advisor**

* Facilitated identification of impacted stakeholders, confirmed business and IT impacts and established roles and responsibilities and spans of authority for federal and state mandate projects.
* Interfaced with 40 cross-functional operational areas to develop epics, user stories and project plans for agile and waterfall IT projects.
* Implemented a multi-state portfolio of over 150 mandate projects, involving three medium sized programs with more than $600,000 in IT spend.
* Performed risk management assessments to create mitigation prevention, acceptance, and response strategies for high risk mandates.
* Received Anthem Blue Cross' CA Faces of Health Care Award for outstanding project management.

**Anthem inc.**, North Hollywood, CA 2008 - 2010

**Sales Operations and Strategy Business Development Manager**

* Organized various groups on external vendor contracts, internal policies, and user testing, including coordination with Senior Sales for company & regulatory programs.
* Led deployment of VoiceVault call-recording technology for Medicare Supplement selling brokers in 14 states and Medicare Advantage businesses throughout entire US.
* Executed strategic national partnerships to drive lead generation and application submission for Medicare Field Sales Agents.
* Managed federal CMS mandate commissions project distributing more than $2,000,000 to Medicare Advantage & Part D brokers and implemented tiered commission structure for four states.
* Received the Pinnacle Award for Outstanding Project Management on California Rebranding Project.

**WELLPOINT/ANTHEM INC.**, North Hollywood, CA 2006 - 2008

**Project Manager**

* Planned and executed a variety of IT projects with budgets of over $500,000 in IT spend for the Behavioral Health (BH) and Employee Assistance Program (EAP) Specialty area.
* Led implementation of a language assistance program for BH & EAP programs for Limited English Proficiency members and the Corporate Individual Rights Program HIPAA database across 14 states.
* Managed a redesign and rollout of the Anthem Tracking System suite of seven databases for use in California, Colorado, New Hampshire and Virginia.
* Received two Impact Awards for outstanding project management.

**BLUE CROSS OF CALIFORNIA**, Woodland Hills, CA 2005 - 2006

**Communications Project Lead**

* Constructed creative briefs, project plans, schedules & budgets for Small Group, Special & National Account Marketing projects.
* Managed a $1.2M vendor translation & printing budget for SB 853.
* Controlled invoice payment for external translation vendors to keep monthly budget within 1% accuracy target.
* Received four Impact Awards for outstanding project management.

**Education**

**MASTER OF PUBLIC HEALTH IN HEALTH SERVICES MANAGEMENT**, UCLA FIELDING SCHOOL OF PUBLIC HEALTH, Los Angeles, CA

**BACHELOR OF ARTS IN COMMUNITY HEALTH**, BROWN UNIVERSITY, Providence, RI

 Focus on Health Policy and Management

**Skills**

* Change Management
* Risk Management
* Budget Management
* Stakeholder Management
* Program Management
* Marketing Writing
* Portfolio Management
* Project Management
* Spanish (Native)
* JIRA

**Certifications**

* Certified Scrum Master (CSM)
* Certified Scrum Product Owner (CSPO)
* Certified Agile Leader I (CAL-1)
* ITIL V4 Foundation CPD
* PMI Agile Certified Professional (PMI-ACP)
* Project Management Professional (PMP)
* Certified SAFE 5.0 Agilist
* PROSCI Certified Change Management Practitioner
* Six Sigma Black Belt