

Scott Black

Indianapolis, IN

(317) 258-2312

ScottLBlack00@gmail.com

PROFESSIONAL SUMMARY

- Highly motivated professional possessing 10 years in management resulting in streamlined policies and procedures
- Fast-paced teamwork driven, innovative, managing large volume of documents
- Creative strategies maintaining files on individual appeals and grievances

SKILLS

Program Management	Conflict Resolution	Researching Information
Quality Assurance	Organizing Information	Claim Management
Data Entry & Tracking	Maintain Files	Prepare Response Letters

Facility with: Matrix, Salesforce, Web Interchange, Hi-Tech, ZerMed, MPass, Microsoft Office, ADP, PeopleSoft, UltiPro, Kronos, Citrix

PROFESSIONAL WORK EXPERIENCE

Weights and Research Manager, Yellow Trans, Indianapolis, IN 03/2022-PRESENT

- Direct all W&R activity at assigned facility. Assist, coach or collaborate with Operations Management with the objective of optimizing the W&R program
- Reducing unnecessary rework, controlling program costs, and leveraging local resources to achieve monthly goals
- Lead dock and office pre-shift discussions covering W&R program topics including SOP changes and compliance issues
- Collaborate with Account Executives and the Pricing Team on customer specific freight classification, pricing, costing or related issues discovered that require internal adjustment or customer attention.
- Develop action plan for the customer to fix any issues including inspections, weights and packaging.
- Direct local customer visits when necessary to discuss W&R inspections, packaging and classification issues with customers; the visit should be coordinated with the Sales Team.
- Attend local training, vendor and/or carrier meetings in support of our internal programs; identify new opportunities and work with internal teams to capture new program value.

Statewide Grievance Director, Centurion, Indianapolis, IN 07/2021 – 11/2021

- Supported clients' grievances through data collection, analysis, and reports
- Coordinated and managed grievance committee
- Successfully tracked trends and data, identifying patterns
- Created and assisted in grievance auditing tools and study processes
- Tracked and organized information identifying data for reports
- Disseminated grievance findings to medical director and staff concisely

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- Assisted in peer review process resulting in 100% peer review completion
- Managed 21 Grievance coordinators

Sales Audit Coordinator, Martin Marietta, Carmel, IN 01/2017 – 06/2021

- Prepared and processed over 500 sales contracts monthly
- Responsible for approval verifications of non-quoted sales material
- Precisely monitored and maintained data, including dates and closing processes
- Cohesive teamwork with sales managers, customers, title companies and lenders
- Coordinated project scheduling between sales and construction department
- Prepared and distributed reports resulting in revenue data analysis
- Responsible for closing process to include all monetary events of exchange
- Managed 12 team members

Facility Coordinator, Magnolia Healthcare, Carmel, IN 11/2015 – 01/2017

- Account analysis: Including supervision of resident trust funds
- Managed 8 team members regarding benefits programs and confidential data
- Monitored and ensured accurate billing and tracking of operational costs
- Ensured cohesive communication with clients for correct fund allocation
- Successfully tracked and maintained account reconciliations
- Prepared and maintained accounts receivables ensuring compliance and security

Cash, General Ledger Analyst, Allegion Temp. Agency, IN 06/2015 – 11/2015

- Date entry of payment and accruals in over 500 customer accounts
- Process and posted cash, check, ACH, and substantiating business transactions
- Ensure accuracy of financial statements in accordance with Sarbanes Oxley compliance and internal policy

Accounts Receivable Analyst, Surgical Care Temp. Agency, IN 01/2014 – 06/2015

- Responsible for A/R, identifying trends in revenue, monthly ticker system
- Update and monthly status reports to Executive team
- Working with third party collection, skip trace, probate courts, and further action

PROFESSIONAL DEVELOPMENT

VIRGINIA CAREERS INSTITUTE

Tech Certificate: Practical Nurse – Certificate Completed – Indiana Unlicensed

INDIANA NOTARY

AMERICAN LEGION VOLUNTEER

VFW VOLUNTEER

US NAVY: **Veteran, Honorable Discharge**

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