

# Tiffany Stamper

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## SUMMARY

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Strategic Operations leader with 18 Years of Expertise in Business Analysis, Quality Assurance & Process Optimization. Expert in developing strategic initiatives, utilizing lean sigma and project management to support multiple health plans by enhancing provider experiences and operational readiness. Seeking a senior leadership role to accelerate innovation, market competitiveness, and performance excellence.

## WORK EXPERIENCE

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### ELEVANCE HEALTH

Remote

Provider Resolution Director

Sept 2019 - May 2025

- Stakeholder Management & Escalation Resolution: Act as the primary liaison for provider relationships, ensuring swift resolution of escalations and coordinating across claims, pricing, and medical management.
- Cross-Functional Collaboration: Work closely with internal teams to triage provider issues, optimizing workflows and streamlining work requests.
- Data-Driven Decision Making: Analyze provider utilization trends to improve service quality, inform negotiations, and enhance network retention strategies.
- Leadership & Mentorship: Guide senior managers through complex accounts receivable projects, conducting root cause analyses to resolve high-impact provider concerns.
- Business Change Director 2023-2024
- Operational Strategy & Change Management: Lead provider escalations and market operations, ensuring effective resolutions that improve service delivery and overall experience.
- Process Optimization & Readiness Planning: Design and implement project and operational readiness plans to drive provider experience enhancements and align with strategic initiatives.
- Data-Driven Decision Making & Performance Monitoring: Develop reporting tools and dashboards, tracking key performance indicators to inform business improvements and optimize provider engagement.
- Process Improvement Manager (SC Medicaid Healthy Blue) 2019-2023
- Operational Streamlining & Stakeholder Coordination: Facilitated communication between health plans, alliance partners, and providers to resolve issues and enhance operational efficiency.
- System Optimization & Issue Resolution: Investigated provider-related system challenges, initiated resolution workflows, and ensured successful case completion.
- Continuous Improvement & Best Practices Integration: Led initiatives to enhance business unit efficiency by identifying and implementing industry best practices.
- Technology-Driven Process Enhancement: Analyzed user requirements to customize business application software, optimizing workflows to meet complex operational needs.

### SC DEPT OF DISABILITIES AND SPECIAL NEEDS

Columbia, SC

Information Systems/Business Analyst II

Feb 2018 - Apr 2019

- Analyzed and documented business processes in collaboration with stakeholders, formulating comprehensive business cases based on market and operational research.
- Coordinated evidence collection and analysis for security breach investigations, maintaining compliance with legal and organizational protocols.
- Performed system and functional analyses to produce detailed technical specifications for application development and enhancement, and contributed to quality assurance and user support.

### CONDUENT

Remote

Client Service Analyst/Business Analyst

Aug 2015 - Jun 2017

- Facilitated the definition, development, and maintenance of project and system requirements, technical specifications, and testing plans, serving as an intermediary between business units and IT development teams.
- Analyzed and resolved intricate technical problems caused by operational disruptions, legislative changes, or system outages through comprehensive research and troubleshooting.
- Developed and maintained documentation for process flows, administrative summaries, and standard operating procedures, alongside metrics to manage processes efficiently and highlight areas for continuous improvement.

#### **AGFIRST FARM CREDIT BANK**

Columbia, SC

Business Analyst

Dec 2013 - Mar 2015

- Contract employee, Led testing and development efforts for a loan origination system, resulting in enhanced system performance and improved user experience.
- Conducted requirements elicitation and business process analysis to streamline operational efficiency through use case development and workflow examination.
- Managed defect tracking with JIRA and VSTS, analyzing and resolving issues while documenting procedural decisions.

#### **BLUE CROSS BLUE SHIELD OF SOUTH CAROLINA**

Columbia, SC

Senior System Testing Analyst

Aug 2010 - Jan 2013

- Contract employee, Collaborated with test designers to review business requirements for clarity and testability.
- Developed and executed test cases and scripts, ensuring alignment with functional requirements through the use of HP Quality Center.
- Coordinated test activities, managed test data acquisition, documented defects, and verified resolutions to uphold customer verification standards.

#### **CSC (COMPUTER SCIENCE CORPORATION)**

Blythewood, SC

Business Analyst (Advanced Claims Development-Property & Casualty Division)

Aug 2007 - Jun 2010

- Analyzed and documented system enhancements, adhering to delivery protocols and change request standards.
- Created business specifications and refined user manuals to enhance system functionality and user interface.
- Performed SQL/ AS400 database queries and oversaw XML transactions to uphold system integrity and streamline issue resolution.

#### **EDUCATION**

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VOORHEES UNIVERSITY

Denmark, South Carolina

Bachelor of Science, Health and Recreation

WEBSTER UNIVERSITY

Columbia, South Carolina

MBA, Business Administration

WEBSTER UNIVERSITY

Columbia, South Carolina

Master of Art , Human Resource Management

#### **SKILLS**

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Strategic Business Planning & Optimization • Process Improvement & Analysis • Project Implementation & Management • Quality Assurance/Control • SharePoint • Archer • Jira • Availability • WGS • Stakeholder Engagement • Lean Six Sigma, Yellow Belt • Risk Management • Data Analysis • Conflict Resolution • Change Management • Analytical Thinking • Medicaid • Medicare • Tricare