

TONI BURNS, MBA

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QUALIFICATIONS

Business Analyst with superior analytical skills applied to contract negotiations, business processes, data collection and management for major health providers, including *Health First*. Consistently promoted to positions of increased responsibility, advancing three times within a one-year period. Excellent communicator with fluency in English and Spanish. Proven leadership in training employees and conducting formal presentations to all levels of management. Outstanding academic credentials in business, international management, and analytical finance.

SELECTED ACCOMPLISHMENTS

- ◆ Completed contracting for 6,000+ providers within 6 months for CHAMPUS contract.
- ◆ Improved production 20% through the establishment of department production standards.
- ◆ Launched marketing department for the State of New Mexico.

PROFESSIONAL EXPERIENCE

Financial & Business Analysis

- ◆ Performed complex analyses for system-wide negotiations, projections, and line-of-business reviews in addition to analysis of population distribution, claims/utilization, and cost.
- ◆ Identified, collected, and organized data from multiple sources for input into monthly, quarterly, annual, and ad hoc reports provided to contracting/finance departments and senior management.
- ◆ Designed and implemented database applications used in contract rate and risk management analysis as well as the identification and correction of data errors and discrepancies.

Management & Supervision

- ◆ Analyzed, interpreted, and resolved claims with authorization for payments up to \$75,000.
- ◆ Directed activities of 40 claims analysts at a large project site.
- ◆ Interacted daily with enrollment, claims, utilization/quality management, and customer service to resolve provider issues.

EMPLOYMENT HISTORY

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| HEALTH FIRST, Albuquerque, New Mexico <i>Manager, Contract Analysis/Senior Financial Analyst</i> | 1997-2003 |
| FEDERAL HEALTH SERVICES, Albuquerque, New Mexico <i>Manager, Provider Relations</i> | 1994-1997 |
| CROSS HEALTH CARE, Albuquerque, New Mexico <i>Risk Analyst</i> | 1993-1994 |
| GROUP SERVICES, Albuquerque, New Mexico <i>Senior Claims Analyst/Project Manager</i> | 1990-1993 |

EDUCATION

GRADUATE SCHOOL OF BUSINESS, Albuquerque, New Mexico
Master of Business Administration, 1992

NEW WEST UNIVERSITY, Albuquerque, New Mexico
Bachelor of Arts in Business, 1989