

# JOSEPHINE COPELAND, MBA

Visionary Leader • Experience Professional • Receptive to Change

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**CAREER SUMMARY:** To secure a competitive leadership position that highlights Healthcare and Business. This position will allow me to maximize my interpersonal, communication, analytical, and knowledge in a way that is conducive to the success and growth of the company.

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## EDUCATION/CREDENTIALS

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**Franklin University** – Columbus, OH  
Masters of Business Administration  
Focus: Leadership

August 2009

**Wilberforce University** – Wilberforce, OH  
Bachelor of Science in Business Management

December 2002

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## SUMMARY OF QUALIFICATIONS

- Conduct side by side training and coaching with representatives while facilitating hands on training.
  - Involved with the development of several training programs, performance based review tools, policies and procedures, and revisions.
  - Involved with staff career development.
  - Effective written and oral communication skills.
  - Able to interact and communicate with customers on all levels.
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## PROFESSIONAL EXPERIENCE

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**MOLINA HEALTHCARE, Worthington, OH**

April 2013 – Present

### Supervisor

- Monitor performance and productivity standards for Provider Configuration Analyst at team and individual agent level.
- Hire and oversee training of Provider Configuration Analyst.
- Track and trend claims from Workflow Application.
- Communicate and enforce department and company policies and procedures.
- Supervise and lead analyst into processes that support operations to drive effective performance results.
- Complete Monthly Coaching Sessions, Performance Evaluations, counseling and disciplinary actions in a timely manner.
- Conduct face to face interactions with members.
- Participate on workgroups and/or committees at plan or enterprise level.
- Produce regulatory reporting as needed.
- Participate in audits including but not limited to state, internal compliance, NCQA and HEDIS as applicable.
- Handles special projects or other duties as assigned.
- Supervise operations and staff.

- Provide exemplary customer service to customers including members, co-workers, vendors, providers, government agencies, business partners, and general public.
- Effectively manage escalations within the department by ensuring appropriate accountability, sense of urgency, communication and follow through to closure.
- Ensure compliance with state and regulatory requirements.

**FRANKLIN UNIVERSITY, Columbus, OH**

**November 2011 - Present**

**Part-Time Adjunct Professor**

**Class: Profession Foundation/Learning Strategies Course**

- Created a dynamic collaborative classroom environment as it relates to enhancing a students learning and educational needs.
- Responsible for ensuring that course outcomes are executed in an effective manner and exemplify my teaching philosophy in a positive light.
- Post course materials, weekly announcements, and bulletin board threads; while observing and participating in bulletin board discussion related to the weekly learning objectives.
- Facilitate, advise, and instruct students in a professional manner, hold office hours to assist students with any problems or concerns, create and present PowerPoint presentations regarding course materials; grade homework assignments while providing effective feedback that is conducive to the students success.

**MOLINA HEALTHCARE, Worthington, OH**

**January 2011 – April 2013**

**Data Analyst**

- Uses applicable forecasting tools to develop projected future call volumes for interval, daily, weekly, monthly, and annual increments. Uses appropriate databases to analyze trends and maintain staffing information.
- Oversees and coordinates workforce management strategies, tools, technologies, processes, procedures and works with management team to drive workforce efficiencies.
- Responsible for providing routine annual, monthly, weekly, daily and intra-day projections of call volume, average handle time, and staffing requirements. Reviews, monitors, and ensures volume projections are within an acceptable margin of error.
- Coordinate scheduling and adherence activities to ensure performance levels are met in the most cost-effective manner.
- Maintain and update employee information within the workforce management system to ensure data accuracy at all times. Maintain and update employee information within the workforce management system to ensure data accuracy at all times.
- Create schedules that ensure service levels, operating and budget parameters, etc. are met. Adjusts schedules as necessary to meet interval service level objectives and ODJFS requirements.
- Approves time of requests for call center agents based on forecasted service level predications. Applies consistent logic and decision making processes as it relates to agent time off. Maximizes employee time off while ensuring performance requirements are met.
- Meets with management team on a regular basis to share information, present trends, and recommend solutions.
- Serves as a subject matter expert for operations and management team to ensure consistent business goals are achieved.
- Troubleshoot system and call center technology related problems and escalate as appropriate.

- Create and distribute daily/monthly reports and scorecards as requested by management. In addition to generating standard reports on a scheduled basis. Possesses a strong working knowledge to interpret data
- Review business performance to ensure performance metrics and goals are being met consistently

**MOLINA HEALTHCARE, Worthington, OH**

**April 2008 – January 2011**

**Team Leader**

- Assists team, supervisor, and manager in meeting or exceeding departmental performance standards.
- Coordinates work flow and staffing of day-to-day activities.
- Participates in interviewing, testing, and other activities related to recruiting.
- Participates in evaluating employee performance.
- Provides input in the evaluating of employee performance.
- Identify candidates for additional responsibility and development.
- Support Member Services Management Team with daily operational duties of the department.
- Provides assistance to staff as required.
- Serve as a liaison between Molina and its members.
- Communicate personnel issues to Member Service Management and appropriately interact with department staff whenever opportunities for improvement are identified.
- Assist Member Services Management Team and agents in reaching individual and departmental performance goals.
- Ensure that all Members receive a level of service that exceeds their expectations.
- Using three methods of communication (Inbound and Outbound calls, Written Correspondence, and Face-to-Face) respond and resolve questions and problems from current/prospective members or their representatives, providers and other appropriate parties.

**MOLINA HEALTHCARE, Worthington, OH**

**April 2006 – April 2008**

**Member Services Representative**

- Respond to incoming calls from members and providers including explaining benefits, verifications of eligibility, and assist in selecting a Primary Care Physicians for members.
- Assist with information regarding a referral and authorizations, verification of claims status, scrub provider applications, and create skill demos for new-hires.
- Conduct side by side training and coaching to new-hires while facilitating hands on training.
- Make outbound calls for Healthchek Assessment to welcome new members and survey current members.
- Document all member inquiries and grievances in QNXT using the call and manage tabs.
- Assisted in preparing and facilitating team meetings.

**MP TOTAL CARE, New Albany, OH**

**August 2003 – December 2005**

**Quality Assurance Analyst**

- Assist in new-hire training.
- Monitored phone calls.
- Participated in recruitment process and pre-screening of new-hires.
- Evaluated employee performances and provided positive feedback for skill development.
- Track trends and ensured that the company products and services met performance requirement.
- Created and maintained quality system documents and records.

- Review/revise policies, procedures, standards for Quality Assurance department.
- Assist with coaching of personnel in the operation of the process-based quality system.

**MP TOTAL CARE, New Albany, OH**

**August 2003 – December 2005**

**Customer Service Representative**

- Managed and interpreted insulin prescriptions.
- Placed insulin order for customer.
- Directly worked with customers via phone (Inbound and Outbound) and assisted customers in selecting products and materials.
- Performed troubleshooting, identified problems, gave technical advice, and filed service request and followed up.
- Assesses patients' needs and coordinates with physicians' orders and insurance plans
- Follows all Medicare, Medicaid, and Private Insurance regulations and requirements

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**COMMUNITY LEADERSHIP/ASSOCIATION**

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Livingston Avenue Area Commissioner 2014-2018

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**PROFESSIONAL/VOLUNTEER ORGANIZATIONS**

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Zeta Phi Beta Sorority, Inc.

Order of Eastern Stars

Franklin University Alumni Ambassador

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**PROFESSIONAL REFERENCES**

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**Abel Gonzalez**

Cardinal Health, Supervisor

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**Amy Ward**

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**Denielle Vazquez, M.S.Ed**

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