

PROFILE



Analytical, deadline-driven, self-starter, with 10+ years of experience in various industries (human services, health care, pharma/vaccine sales, and Life Sciences). Enthusiastic in collaborating with diverse teams with eclectic backgrounds and specialties to create innovative business solutions.

SKILLS



- Adaptability
- Agile & Waterfall Methodologies
- Client Relationship Management
- Communication
- Creative/Critical Thinking
- Cross-functional Collaboration
- Data Analytics: MSTR, PowerBi
- eCommerce platforms
- Delivery & Run Management
- Documentation
- JIRA/Confluence
- Problem Solving
- Process Analysis & Improvement
- Project Planning & Tracking
- SAP ERP: PR5, CRM
- ServiceNow: Incident & Change Management
- User Requirements/User Stories
- User Acceptance Testing

EDUCATION



University of Pittsburgh

Bachelor of Arts, 2010 – Cum Laude

Journalism, Business

CONTACT



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NICHOLE WERNER

Certified ScrumMaster® (CSM®) | Project Manager | Product Owner

EXPERIENCE

PROJECT MANAGER, Broadmoor Solutions | Client: Sanofi Global

11/2021 to Present | Location: Remote

- Launched a \$35M Model-N powered revenue management system (RMUS), driving contracting, government reporting, and eCommerce platform workstreams throughout the project life cycle successfully automating 1,680+ contracts, 4,500 annual rebate & fee payments, 182 annual GP calculations. Go-live of all systems went as per plan and under budget.
- Led all CD&A related RSV launch requirements and testing efforts for contracted customers and sales teams across all Vaccine's platforms.
- Educated and instructed peers throughout the launch preparation and post launch processes to ensure successful pricing and product delivery of RSV for all customers.
- Co-lead workstream for contracting platform needs and the pharma product launch scenario (Medicaid/HCRS).
- Facilitates as Product Owner/SME relating to all market access systems, applications, and reporting tools.
- Leads the database/infrastructure and reporting workstreams for the SAP S4 Hana upgrade through SIT, UAT, and planned Q2 2024 hyper-care period.
- Identifies gaps and modifies acceptance criteria for Q3- Q4 2024 Go-To-Market Beyfortus RSV Vaccine (Infants).
- Closes gaps between IT and sales teams in understanding enhancement requests/demands for applications and reporting dashboards utilized by contracting and sales teams.

PROJECT MANAGER, UL Solutions | SaaS: ComplianceWire LMS; CREATE LMS

9/2019 to 11/2021 | Location: Remote

- Delivered over 30 new FDA learning courses with upgraded content and visuals with input from a small collaborative team of five members.
- Resolved and mitigated client concerns as a SME/Product Owner for our ComplianceWire and CREATE learning management systems.
- Developed and delivered new instructional products and programs.
- Established project roadmaps (objectives, schedules, and budget).
- Interacted with clients to present updates, incorporate feedback, and redirect concerns.
- Analyzed processes and evaluated modifications to identify areas for improvement.

BUSINESS ANALYST, Broadmoor Solutions | Client: Sanofi-Pasteur

5/2018 to 9/2019 | Location: Swiftwater, PA; Remote

- Conducted interviews gathering customer requirements via surveys, questionnaires, and workshops.
- Collaborated with project sponsors to determine project scope and vision.
- Created UI/UX elements, such as proto-typing mock-ups for web/mobile applications.
- Implemented new data sources and matching algorithms into Master Customer Data, enhancing customer harmonization, in accordance with data governance guidelines.
- Championed strong connections with internal business partners, cultivating trust in service delivery and a firm understanding of client's needs.

MARKETING SPECIALIST, Keystone Community Resources

6/2015 to 5/2018 | Location: Clarks Summit, PA; Remote

- Directed a go-to-market team with product development, design, and market evaluation, implementing brand segments, services, and goods.
- Maximized content and brand recognition for all communication channels.
- Spearheaded an effort to overhaul four brand segment websites to align with updated brand messaging.
- Conceptualized, implemented, and coordinated with Human Resources and Hiring Managers to develop a revamped recruitment process and employee retention plan.
- Sourced and channeled advertising to specific markets and demographics, aligning with the marketing plan with support from agency and vendor resources.

MEDICARE SALES SUPPORT, Geisinger Health Plan

8/2012 to 6/2015 | Location: Danville, PA

- Performed reconciliation of Medicare sales between core claims system vs. sales commission systems.
- Developed a custom ad-hoc book of business reports for internal and external sales teams, while cultivating partnerships and growing sales.
- Maintained Broker records for sales eligibility (state licensing information, training documentation, etc.)
- Initiated compliance through annual Centers for Medicare and Medicare Services (CMS) and health plan sales training for brokers.

MARKETING SPECIALIST, Choices: Alleghenies United Cerebral Palsy

5/2011 to 8/2012 | Location: Johnstown, PA

- Performed one-on-one field sales calls and managed customer approval status throughout the Home and Community Based Waiver programs application process, which spans county and state offices.
- Created, proofread, and edited copy to cultivate consistency and adherence to brand image across marketing channels.