

# Christie L. McDevitt

## BUSINESS CHANGE MANAGEMENT

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### RELEVANT EXPERIENCE:

Executive Dashboards

Town Hall Presentations

Executive Level Strategy

Project Review

Manager Staff Meetings

Meeting Agendas

Operational Alert Reports

Compliance Data Assembly

Digital Marketing Publications

Metrics Charts & Trend Analysis

High-Level Quarterly Portfolios

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### BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION

Goldey-Beacom College (2008-2010)

- (2019) TEDx Featured Alumni Speaker: Women in Entrepreneurship
- Graduated Magna Cum Laude (3.97 GPA)
- (2010) Academic Achievement Award
- (2010) Marketing Award
- National Conference Speaker and Presenter (Baltimore, MD / San Diego, CA / Nashville, TN)
- National Board, Alpha Chi Honor Society
- Local Chapter President, Alpha Chi Honor Society

### ASSOCIATE OF APPLIED SCIENCE, COMPUTER AIDED DRAFTING (CAD)

Cecil College (2005-2008)

- Graduated Cum Laude (3.7 GPA)
  - Phi Theta Kappa Honor Society
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### CONTACT

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### BUSINESS CHANGE MANAGER, SR

Elevance Health, GBD Claims Payment Operations (March 2023 - current)

- VP Level Change Management for a Fortune 20 Corporation
- Chief of Staff to (9) Staff VPs and Directors
- Liaison between Leadership and Technical Sectors
- Marketing advocate for departmental impact within Elevance Health
- Presentations for Level 4 Executive Interpretations
- High-Level Trend Analysis using PowerPoint and Excel with data sourced from KPI, Tableau, and Executive Dashboards

### BRAND & BUSINESS CONSULTANT

Independent (2015-current)

- Waterfront boutique hospitality marketing with RevPAR analysis
- Event coordination & marketing (up to 3,000 onsite attendees)
- Commercial, retail, and residential staging / interior decorating
- High volume residential Real Estate marketing
- Large-scale restaurant marketing (capacity 1,000+ guests)
- Vendor event design
- Multimedia, website development, and graphic design facilitation

### OWNER/PRESIDENT

North East Chocolates, LLC (2012 - current)

- Nationally distributed product, regionally recognized brand centrally located between Philadelphia and Baltimore
- Employee and team management
- 57% reduction in fixed overhead, 30% reduction in operating costs, 53% reduction in COGS with 210% increase in gross product sales
- Designed and implemented self-sustaining operations built on customer service and employee morale
- Developed private branding capabilities for corporate client gifts

### BOARD OFFICER, VP

North East Chamber of Commerce (2015-2018)

- Board Vice President (2017), Board Secretary (2016)
- Coordinated and promoted monthly / seasonal member networking events and downtown attractions earning Business Person of the Year recognition (2017, 2016, 2015)
- Independently designed revenue producing Tourism guides
- Public relations management to link members with the general public and Local / County / State resources

### MEDICAL ADMINISTRATION (BARIATRIC, RADIOLOGY)

CHRISTIANACARE UNION HOSPITAL (2006-2012)

- Tracked patient program commitment from pre-operative therapies across multiple medical providers, insurance authorizations, through post-operative global period
- Eliminated as much as 60% of paperwork redundancy to assist in workflow process improvement
- Independently coded digitized forms to help link EMR data