

Resumeinvent Revolutionizes Career Advancement with Tailored, ATS-Friendly Resumes for All Career Levels

Resumeinvent is proud to announce the launch of its cutting-edge resume and cover letter services tailored for job seekers at every stage of their career journey—from entry-level professionals to C-level executives.

John Snow
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PROFILE

HEALTHCARE OPERATIONS EXECUTIVE
OPERATIONS LEADERSHIP | CUSTOMER EXPERIENCE
ACCOMPLISHED LEADER – EXPERT IN SCALING

Outcome and action-oriented healthcare executive with over 20 years of experience, operationalize strategy, implement exceptional customer experience leadership style with presence required to engage customers, and staff. Demonstrated ability sustained performance improvement.

SIGNATURE STRENGTHS & COMPETENCIES

LEADERSHIP
Cross-Functional Leadership | Strategic Planning

OPERATIONS
Operational Excellence | Customer Experience

TRANSFORMATION
Benchmarking & Innovation | Business Transformation

EXECUTIVE EXPERIENCE

VP - Transformation & Integration, VP - M&A, VIRGINIA BEACH, VA | 2019 – Present

Handpicked by CEO to lead the integration of Modern Healthcare for successful value realization.

HIGHLIGHT OF ACCOMPLISHMENTS:

- Led the integration of Virginia Premier, a large health plan, and executed an integration strategy focused on operationalized health plan shared services.
- Led the integration of AvMed, a Florida-based health plan, and executed an integration strategy focused on operationalized health plan shared services.
- Developed and executed an integration strategy focused on operationalized health plan shared services.
- Launched and mentored the continuous improvement program, including lean six-sigma training, over \$5.9m during the first year. Led the integration of the health plan transformation and customer experience. Championed initial products (enabled the reduction of premium and developing baseline experience measurement experience measures).

Director of Operations and Vendor Management

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Vice President | Director Of Transformation & Innovation

A highly experienced and visionary leader with over 20 years in operations and strategy ownership, and **10+ years leading teams** within health insurance. Proven track record in **overseeing \$1B** in premium revenue, with executive responsibility for core health plan operations including claims, billing, customer service, and government programs. Adept at transforming operational processes through continuous improvement, regulatory compliance, and quality assurance across multiple states. Strong leadership in driving provider relations, optimizing network strategies, & **managing large teams (1,000+ staff)**.

Strategic Leadership • Health Plan Operations Management • Financial Accountability • Call Centre Operations Oversight • Claims Management • Billing And Enrolment Management • Government Programs Oversight • Regulatory Compliance • Risk Management • Member Experience Strategy • Employee Experience Strategy • Provider Relations Management • Process Improvement • Quality Assurance • Operations Training • Performance Measurement • Project Prioritization • Capacity Planning • Contract Management

PROFESSIONAL EXPERIENCE

MENTA HEALTH 2019 – Present

Vice President – Merger & Acquisition Integration 2020 – 2021

- Spearheaded the two-year integration of Virginia Premier into Sentara Health, leading to a **13% reduction in administrative costs** across the merged organization.
- Built and managed a high-performing integration team, developing a comprehensive roadmap that secured **funding and resource commitments**, ensuring achievement of synergy targets.
- Developed and operationalized a **health plan shared service model**, collaborating with cross-domain leaders to create operational blueprints that supported **market expansion** and enhanced efficiencies.
- Integrated leadership teams from both Virginia Premier and Sentara Health, achieving **operational governance within 90 days** post-transaction.
- Maintained a **96% retention rate** among director-level and above leaders, leveraging retained expertise to **accelerate integration initiatives**.
- Led the consolidation and rationalization of critical back-office systems, including Utilization Management, Care Management, and core claims, **enhancing operational efficiency** across key functions.

Senior Director of Transformation and Innovation 2019 – 2020

- Built and managed a high-performing team dedicated to transforming customer service and enhancing operational efficiency, increasing **customer satisfaction by 20%** and **reducing operational inefficiencies by 15%**.
- Spearheaded organizational change initiatives by fostering a culture of accountability and engagement among senior leadership, **achieving alignment across 5 departments** and accelerating transformation timelines by 6 months.
- Created a strategic roadmap that prioritized key capabilities, **driving a 12% improvement** in financial performance, **18% growth in customer satisfaction**, and **10% enhancement in clinical quality**.
- Conducted in-depth capability gap analysis and collaborated with cross-functional leaders to prioritize investments, resulting in a **15% reduction** in resource waste and a **20% improvement** in project efficiency.

HORIZON BLUE CROSS BLUE SHIELD 2013 – 2018

Director of Operations & Vendor Management

- Led the transformation and steady-state operations inclusive of enrollment, customer service, claims, and regulatory reporting for the government programs division during a period of **rapid growth in membership (440k to ~1m members)** and products (Medicaid, MLTSS, Medicare, Exchange).

Alabaster, Alabama Jan 26, 2026 ([Issuewire.com](https://www.issuewire.com)) - As the competition for top positions in any field continues to intensify, job seekers need a competitive edge to stand out. ResumeInvent is committed to providing personalized, ATS-friendly resumes and cover letters that dramatically increase the chances

of landing an interview. With a specialized focus on optimizing resumes for the latest ATS algorithms, ResumelInvent ensures that clients' applications meet both human and machine expectations.

Key Features of ResumelInvent Services:

- **Tailored Resume Writing:** Whether you're just starting your career, climbing the corporate ladder, or a seasoned executive, ResumelInvent expert writers craft resumes that highlight strengths and achievements, ensuring your skills are front and center.
- **ATS Optimization:** Leveraging the latest industry best practices, ResumelInvent designs resumes that seamlessly pass through ATS filters, using the right keywords, formatting, and structure to increase visibility and engagement.
- **Comprehensive Services:** In addition to resumes, ResumelInvent offers professional cover letter writing services that complement each resume, presenting job seekers as complete candidates with a compelling personal brand.
- **Personalized Approach:** Each resume is tailored to the client's specific career goals and the roles they are targeting. From custom keywords for niche positions to high-level executive summaries, ResumelInvent ensures that every resume is aligned with both the individual's ambitions and market demands.

The Business Impact:

In today's job market, over 90% of large companies use Applicant Tracking Systems to screen resumes. Without ATS optimization, even the most qualified candidates may never be seen by a human recruiter. ResumelInvent offers a solution that guarantees clients' resumes get through the filters and into the hands of hiring managers.

"Our goal is simple—help job seekers at all stages of their careers land their dream jobs by making their resumes not just good, but ATS-approved," said Nimra, Founder and CEO of ResumelInvent. "We know how important first impressions are, and an ATS-friendly resume is the first step toward a successful application process."

Why ResumelInvent?

- **Proven Results:** Our clients report higher response rates, more interviews, and faster job placements.
- **Experienced Professionals:** Our team of writers are industry veterans with deep expertise in crafting high-impact resumes that resonate with both automated systems and hiring professionals.
- **Customer Satisfaction:** ResumelInvent takes pride in its exceptional customer service, working closely with clients to revise and fine-tune resumes and cover letters until they're perfect.

As companies continue to adopt new technologies for recruitment, it's essential that job seekers have resumes that can navigate these tools effectively. ResumelInvent comprehensive, ATS-optimized services give applicants a powerful advantage in today's competitive job market.

For more information about ResumeInvent's services or to start your professional journey today, visit www.resumeinvent.com.



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