

Lindsay A. Benoit

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Professional Summary

A motivated, passionate and results-oriented training specialist with more than 10 years experience with HME, Home Infusion and insurance organizations. Personally and professionally interested in turning data into information and efficient transfer of knowledge leading to long-term retention.

Be smart. Get things done.

Experience

2005 to Present

Fastrack Healthcare Systems, Inc

Implementation and Training Specialist

- Responsible for implementation, training and project management for clients ranging from 1 to 150+ user systems
- Provided exceptional customer support via telephone and at client sites nationwide
- Acted as senior HME trainer while providing supplementary support for Home Infusion clients
- Developed and executed internal training programs for new and existing staff members
- Specific areas of expertise include automated wireless warehouse and inventory, business intelligence and data-mining modules and advanced troubleshooting for business processes

2002-2005

Bellin Health Systems

Home Infusion Accounts

- Responsible for billing multiple lines of business to Federal, State and Commercial contracts
- Involved in the reimbursement and collection of various accounts for Home Infusion and HME business
- Organized the first departmental positional procedure manual

2000-2002

Humana Insurance Company

Online Documentation Author and Trainer

- Participated extensively in the development, documentation and internal distribution of new provider contracting system software
- Provided one-on-one and group training for the department
- Responsible for writing procedure manuals for multiple staff positions

Education

Graduated December, 2004

University of Wisconsin – Green Bay

B.S. in Information and Computing Sciences

- Specific coursework included studies in Internet Programming, Java, Javascript, Visual Basic, VB.net, HTML, XML, CSS and database management systems
- Interdisciplinary major allowed for studies in communications, marketing, research and visual presentation of information

References available upon request