

# MARISSA FURNEAUX

██████████ Aurora IL 60506 ██████████  
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## OBJECTIVE

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Ambitious professional that is passionate about building relationships to help organizations achieve their goals. Seeking a full-time position at a team-oriented company. Strengths include account management, organization, client relationship management & sales.

## EXPERIENCE

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**July 2015-Current**                      **OptumRx**                                      **Schaumburg, IL**  
*Director, Account Management*

JOB DESCRIPTION: Responsible for the overall growth, retention, customer satisfaction, & strategic planning of coalition of higher education client base.

- Works with clients & account management staff to uncover business needs & objectives, craft appropriate strategies, & identifies/implements products to help achieve client goals.
- Maintain overall accountability for client satisfaction, retention & growth.
- Maintain an ongoing knowledge of clients' business as it pertains to satisfaction, growth & potential issues.
- Provide leadership & coaching for staff by creating & interpreting effective analysis to support customer recommendations.

**Oct 2013-July 2015**                      **OptumRx**                                      **Schaumburg, IL**  
*Strategic Account Executive*

JOB DESCRIPTION: Serves as the senior- level liaison between OptumRx & clients, typically at the Director or Vice President level. Responsible for coordinating activities to deliver best-in-class service to clients. Responsible for client revenue retention, growth & project management.

- Accountable for understanding the primary business objectives of the client, developing & managing shared goals, & demonstrating program value to the client.
- Understands product & service offering, & can articulate the operational, clinical & financial value of our programs to the client across multiple stakeholders with the goal of deploying new programs & services.
- Manages & mentors account management team members. Develops strategies for staff development & retention.
- Supports sales team & is present at best & final sales presentation for potential new clients.

**June 2011-Oct 2013**                      **OptumRx**                                      **Schaumburg, IL**  
*Account Executive*

- JOB DESCRIPTION: Serves as the client's main advocate while maintaining a philosophy of achieving the highest good for both the client & company.
- Act as a consultant by conducting strategic analysis & recommending improvements to existing programs

to reduce drug spend.

- Market the expansion of current products & up sell new products.

**2009– May 2011**                      **OptumRx**                                      **Naperville, IL**  
*Client Services Manager*

- **JOB DESCRIPTION:** Act as the primary contact for clients' benefits managers, administrators, members & pharmacies, ensuring client satisfaction from implementation through the life of the relationship with regards to first level support.
- Maintain regular client contact & acquire knowledge of each client's program in depth in order to anticipate needs & develop creative solutions for support & maintenance.
- Research, analyze & resolve client issues on claims pricing, eligibility, tape loads/file transfers & additional inquiries in a timely manner.

**2006–2009**                      **Walgreen's Pharmacy**                      **Yorkville, IL**  
*Senior CPbT Pharmacy Technician*

- **JOB DESCRIPTION:** Responsible for assisting licensed pharmacists with the clerical duties associated with managing a pharmacy.
- Train pharmacy technicians in software operations & key role responsibilities.
- Perform lead role in implementing new pilot program.
- Report accuracy & effectiveness of software system to corporate management.

## **EDUCATION**

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<b>2013-2015</b>	<b>Aurora University</b>	<b>Aurora, IL</b>
■	MBA with emphasis in leadership	
<b>2001-2005</b>	<b>Texas A&amp;M University</b>	<b>College Station, TX</b>
■	B.S., Biology	

## **INTERESTS**

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- Historic home restoration – Member of Aurora Historical Society, & current rehabber of an 1893 Victorian home.
- Kayaking
- Associate board member of Best Buddies Illinois