

WILLIAM L FALLON

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Finance & Operations professional with demonstrated expertise in project management, budgeting, staffing, research and analysis, data collection, and both financial and non-financial reporting. Qualified liaison for all system related projects, facilitating effective process improvements across the broad expanse of the company with a focus on productivity, quality, and cost. Proven leader in the development of project plans, process maps, and other supporting documentation, providing comprehensive support to corporate, divisional, and departmental project teams toward achievement of corporate goals and objectives.

PROFESSIONAL EXPERIENCE

DEARBORN NATIONAL LIFE INS CO./DENTAL NETWORK OF AMERICA, LLC (DNoA), Lombard, Illinois 1990-Current

Dearborn National and DNoA are subsidiaries of Health Care Service Corporation (HCSC)

Unit Manager, Business Support Group 2009 - current

Responsible for direct management and oversight of all front-end/backend system interfaces supporting Life, Disability, and Dental Operations. Create and support comprehensive reporting systems for internal customers across the organization, providing data to leadership at all levels for metrics monitoring and operational evaluation. Manage key vendor relationships that support internal & external transfer of both paper and electronic data mediums for claim receipt and document generation. Manage all facets of Dental Financial Services. Provide divisional budgeting and financial analysis, as well as multi-faceted project and audit support.

- Built and developed Measurements, Reports and Analysis team reducing manual entry of data by 95% while also reducing errors and speeding delivery time. Team of 5 currently produces in excess of 100 operational and corporate reports.
- Successfully led 2016 Centers for Medicare and Medicaid dental claims audit. Supported 17 other high level corporate and external audits.
- Supported 15 high profile corporate projects spanning regulatory guideline implementations to system enhancements.
- Alerted Sr. Management to client billing discrepancy resulting in a possible \$1.3m increase in revenue.
- Operational SME on BCBS Michigan client implementation.

Business Analyst, Operations/Finance **2002 – 2009**

Managed multiple departmental processes to include divisional budget preparation, monthly budget variance monitoring, and operational trend reporting. Facilitated Divisional ad hoc reporting for both Operations and Finance. Lead and/or participated in all project management initiatives that required coordination of both internal and external business resources. Ensured project cohesiveness and accountability. Served as key subject matter expert on all large scale financial and operational projects.

- Implemented BCBS Federal Dental Blue product for IL, NM, Ok, & TX
- Implemented new print vendors for all lines of business administered on the TeleDent system to include EOB's, billing, member ID cards & certificates.
- Designed and implemented new ID card and certificate fulfillment process.
- Implemented HCSC Image system and processes to support faster claim turnaround times and document retrieval. Project was on time and under budget.

Manager, Client Financial Services **1999 – 2002**

Directed all client cash management functions to include cash application, billing, collections, commissions, disbursements, and financial reporting. Provided ongoing support and development of all client reporting and analysis. Supported team of six Financial Specialist's and Associate Accountants. Developed and monitored policies and procedures ensuring both corporate and departmental goal achievement. Consistently met and/or exceeded all defined billing submission, timeliness and accuracy goals for client financial reporting. Actively participated in the preparation of departmental budgeting.

- Re-engineered cash application process to increase efficiency reducing payment application times.
- Developed, implemented and maintained unclaimed property process. Passed HCSC audit of process that was used as an early model for medical.
- Re-designed and implemented Client Fiduciary statements, a process which is still used today.

Supervisor, Client Financial Services	1998 – 1999
Plan Account Assistant, Client Financial Services	1992 – 1998
Data Entry Operator, Data Entry	1990 – 1992

EDUCATION

B.A. in Communication

University of Illinois-Springfield – Springfield, Illinois

Associate of Arts

University of Wisconsin-Richland – Richland Center, Wisconsin

TECHNICAL SKILLS

Microsoft Word, Excel, Power Point, Access and Project, Visio, iSeries Query, Image, Inventory Reporter, Productivity Manager