

# Robert H Dodds Jr.

414-467-5922 mobile \* [waukrob@gmail.com](mailto:waukrob@gmail.com)  
<https://www.linkedin.com/in/robertdodds/>

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## **SERVICE MANAGER AND BUSINESS DEVELOPMENT PROFESSIONAL**

Service Manager, Account Executive, business development, training professional, servant leader with over 25 years' experience. Looking for a challenging and stimulating opportunity utilizes areas of expertise and skill-set.

### **AREAS OF EXPERTISE:**

Team Building\* Leadership\* Conflict Resolution\* Critical Thinking\* Communication Skills\* Soft-Skills\* Training\* Development \* Project Management\* Collaboration \* Customer Service\* Government Contracting

## **SERVICE MANAGER/ACCOUNT MANAGER, BUSINESS DEVELOPMENT, TRAINING:**

- Responsible for the day-to-day operation for medical claims processing
- Worked with Numerous SKYGEN USA clients and companies
- Accountable for generating Payment and Remittance information
- Maintained Fee Schedules as well as updating procedure and diagnosis codes
- Administered Appeals and Reconsiderations
- Trained SKYGEN USA staff on client specific concerns
- Managed Refund posting
- Assisted the Business Development team with recruiting new clients
- Responsible for creating efficiencies and testing for Enterprise system
- Recruit, develop, equip and coach ministry volunteers to lead successful teams. Prepare and facilitate quarterly empowerment sessions to empower, lead, motivate and train 75-100 volunteers on various leadership, soft-skills and team building topics.
- Develop long-term sustainable relationships with corporate and business executives
- Drive business and revenue growth - Create new business opportunities through customer relationships
- Create and drive Strategic Account Planning activities with the client and internal teams
- Manage sales and consulting activities
- Negotiate service level agreements, close deals and present to clients
- Drive the client relationship at the 'C' levels
- Client Status Reporting and communications
- Serve as a trusted advisor
- Serves as the Client Advocate throughout the entire company
- Partners with the Service Manager to monitor service delivery and client satisfaction
- Responsible for company-wide collaboration for all areas and teams
- Oversees or manages product or service implementation projects

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- Acts in partnership with clients to identify objectives, product/service plans
- Proactively communicates problems, issues and status updates to clients and to internal personnel
- Handle critical requests or complaints to assure speedy resolution and client satisfaction
- Serves as primary contact for escalations from the client and internal teams
- Conducts and organizes regularly scheduled client meetings
- Develops client relationships through visits and phone calls to resolve and avoid problems
- Partners with the Relationship Manager to monitor service delivery and client satisfaction
- Serves as the Client Advocate throughout the entire company

## **ADJUNCT PROFESSOR - SCHOOL OF BUSINESS**

**CONCORDIA UNIVERSITY**

**2019-Present**

- Top 10 adjunct faculty for 2019

## **PROFESSIONAL AND VOLUNTEER EXPERIENCE:**

**SKYGEN USA - Vestica Healthcare** *Service Manager/Account Exec*

**2001-Present**

**World Outreach Center** *Church Growth Director/Trainer*

**2011-2017**

## **EDUCATIONAL/PERSONAL DEVELOPMENT:**

**Concordia University- MBA Management**

**Dec 2017**

**Concordia University – BA Business Administration**

**Dec 2015**

**United States Air Force -Sergeant**

**Jun 1985 - Nov 1990**

## **SPECIALIZED TRAINING/Course Work**

- SQL Training
- CMS Claims Processing Audit training
- Hi-Trust System Security protocol
- Growth Track Train-the-Trainer
- Ministerial Excellence - Graduate (World Outreach Center)
- Repaired avionic components of the F-16 A/B/C/D. Using Automatic Testing Station. Public relations and public speaking.
- Supervised and trained incoming personnel on the same equipment.
- A member of the base Public Relations and Public Speaking contingent.
- Military Training - Technical Training School, C/D Conversion School, Professional Military Education, Seven-level School