

STEPHANIE CALDERONE

Program Manager/Executive Assistant

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EDUCATION: Business, Gibbs College 1997
Montclair, New Jersey

SKILLS:

- Experienced team leader. Supervised teams of over 8+ people.
- Expert in creating complex, high-quality presentations and graphics tailored for diverse briefing and executive audiences.
- Skilled Digital Image Specialist with extensive experience managing printed and digital materials for office operations, including grants, reports, and special projects.
- Strong verbal and written communication skills, ensuring clear and effective interaction across various platforms.
- Skilled in event coordination, travel arrangements, lecture planning, and meeting organization.
- Organized and efficient, capable of thriving in a multitasking, dynamic environment.
- Advanced proficiency in Microsoft. Competent in managing WordPress websites, including team sites, with intermediate skills in HTML and platforms like Stova.
- Experienced in social media management, marketing department events, and online community engagement through Twitter and LinkedIn.
- Top 5 Clifton Strengths—Input, Relator, Ideation, Developer—guide my collaborative, creative, and development-focused approach in every professional endeavor.

INTERESTS

Passionate about continuous learning and sharing knowledge in both professional and personal spheres. Strongly focused on community engagement through faith, family, and volunteerism. Active in coaching and advocacy for the financially disadvantaged, with a commitment to wellness, healthcare, and communication improvement. Enjoy artistic expression, hiking, and caring for pets and nurturing relationships and personal growth.

Program Manager/Executive Assistant to Dr. George Poste DVM, Ph.D.,

Regents Professor and Del E. Webb Chair in Health Innovation

MARCH 2005 to Present (19+ years, ongoing)

SUMMARY:

With over twenty-six years of combined experience, I have provided effective and comprehensive support to senior executives, serving as a Program Manager and Executive Assistant to the Chief Scientist and Del E. Webb Professor of Health Innovation since March 2005. Throughout this time, I have been a dedicated ambassador for CASI, both internally and externally. My commitment to teamwork and flexibility ensures that project goals are consistently met, even under tight deadlines, and my administrative support contributes to the smooth functioning of the office. I use my creativity to design and prepare PowerPoints including complex images, charts, and diagrams. I continue to explore opportunities for growth in technical layout and design areas in support of the presentation aspects of my position.

In March 2005, I relocated from the east coast to begin my career at Arizona State University (ASU), providing executive assistant support to Dr. George Poste, the Director of The Biodesign Institute. In March 2009, when Dr. George launched The Complex Adaptive Systems Initiative, 2016-2021 Executive Assistant and 2021-present, promoted to Program Manager and Executive Assistant to the Director of The Complex Adaptive Systems Initiative (CASI), I oversee six direct reports.

LEADERSHIP EXPERIENCE:

During my 19+-year tenure at ASU, I have tackled the challenge of staying current with the rapid expansion of technical literature across multiple areas. Here's how some of my efforts have made an impact:

Electronic Tracking System: Developed a sophisticated electronic tracking system that archives all publications read, complete with coding terminology for rapid retrieval. This system supports the preparation of grants, publications, and presentations for various internal and external groups.

Supervised Student Team: Integrated and managed a team of 5 students to develop new software, expanding the capabilities of the tracking system to meet the needs of other CASI members and students.

Internal Cataloging System: Established an internal cataloging system using an internal tagging system, enabling each team member to track research journals and website articles. The system, accessible via Dropbox to authorized personnel, facilitates efficient data retrieval and organization.

Analytics Database Creation: Orchestrated the creation of an "Analytics" Database on an Excel spreadsheet shared via OneDrive, enabling quarterly comparative analysis of subscription journal (SJ) and open access (OA) site usage.

PowerBI and ChatGPT⁴ Reporting: Established an internal monthly reporting of research performed, tracking research topic trends, journal usage, and team member contributions. Which we have now adapted using AI to build monthly reports.

Supervisor, Provider Relations Department Edit Local 825 PPO Welfare Fund

Springfield, NJ. EA for the Medical Director., 98- 00 (2-yrs), Supervisor, 00-04 (4-yrs)

- Supervised a team of eight provider relations personnel managing day to day administration and operation of the provider relations department for a self-insured PPO network with over 30,000 covered lives. Negotiated and contracted nationally with over 30,000 doctors, IPAs, PPOs, PHOs, and ancillary providers for the network.
- Started as medical director's Exec. Asst. 1998 and advanced to supervisor of member and provider relations department in less than three years. 98- 00 (2-yrs)
- Successfully trained under the medical director and learned to study the market, recruit, and contract and establish rapport with doctors, IPAs, PPOs, PHOs, and ancillary providers daily via meetings, email, telecommunications, and written correspondence.
- Researched and implemented a new process to improve recruitment and credentialing/re-credentialing verification turnover ratio.
- Responsible for preparation of print materials and applying policy and procedure interpretation, research, analysis, and resolution of complex problems including eligibility, benefits, claims review and adjudication, appeals and grievances.