**FELICIA M. RYAN**

Malden, MA 02148 | 617-530-0814 | fmryan@gmail.com

**PROFESSIONAL COACH / MEDIATOR**

Accomplished professional with extensive experience in communications, coaching, and mediation. Highly skilled in facilitating focused, productive conversations utilizing empathy and active listening that allow parties to be heard. Known for successfully coaching individuals through improvements to their health and wellness and career transitions. Trained Mediator with over 60 hours of basic and advanced training and over 80 co-mediation hours.

**AREAS OF EXPERTISE**

* 10,000+ hours of Professional coaching
* Reflective Listening
* SMART Goal setting
* Motivational Interviewing advanced training
* Co- Mediation Model
* Identifying Interests
* Positive Psychology advanced training
* ZOOM Proficiency

& Group facilitation

**EXPERIENCE**

**CALIBRATE March 2022 - Present**

**Accountability Coach,** *Virtual*

Guides a panel of 65+ Calibrate members with changes in their habits with food, sleep, exercise, and emotional health. Setting and achieving incremental goals through the year long Calibrate program. Using CBT I celebrate successes, troubleshoot challenges and help hold members accountable as they develop sustainable, healthy habits through their weight loss journey.

**MASSACHUSETTS TRIAL COURT,** Virtual **January 2021 – May 2022**

**Mediator, Small Claims and Summary Process**

Serve as a mediator in multiple Massachusetts court jurisdictions as part of MWI's approved panel of mediators.

**LONGTERM CARE GROUP (LTCG),** Remote **May 2020 – April 2017**

**Clinical Quality Reviewer**

Managed the review of insurance applications and clinical assessments for John Hancock, UNUM, MetLife.

* Educated clinical assessors on reporting ADL demos, medical histories, (MOCA, SPMSQ, Folstein).

**LTCG,** formerly Life Plans Inc., Waltham, MA (50% Remote) **February 2015 – April 2017**

**Research Program Associate,** *November 2015 – April 2017*

* Wrote engagement scripts for LIFT Wellness (NCQA rated), and user tested digital platforms.
* Led a team of 19 employees in a data collection analysis for LTC cost of care market survey.

**Certified Health and Wellness Coach Team Lead,** *February 2015 – November 2015*

* Provided health coaching for over 250 seniors (65+) through LIFT Wellness including health education on diet, chronic medical conditions, home safety, stress management, social outlets, and daily movement goals.
* Reduced participant insurance claims by 25% by evaluating risks and measuring change readiness.

**HI FELICIA! PODCAST** **December 2018 – Present**

**Host and Producer**

* Hosts a conversational podcast with guests who discuss the arts, culture, community, diversity and storytelling.
* Wrote and received grants from the Malden Cultural Council to support past & current seasons.

**WISE PERSONAL COACHING** **August 2007 – Present**

**Personal Coach**

Achieved over 10k hours of Certified Personal client coaching, utilizing active listening and positive psychology for clients seeking to make lifestyle changes, career transitions, and adopt healthy living habits.

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**TUFTS HEALTH PLAN,** Watertown, MA (50% Remote) **2007 – 2013**

**Business Analyst I and II,** *2011 – 2013*

* Created and implemented analytics for Call Center Metrics and Service Standards in Senior Products LOB.
* Recognized and awarded for major presentations on Customer Service Call Center KPI to senior leadership
* Generated QC reporting from CRM, Cognos, Access, Excel, Red Brick, Crystal Reports, and SaS

**TUFTS HEALTH PLAN, Watertown, MA (50% Remote) 2007 – 2013**

**Benefits Analyst,** *2009 – 2011*

* Processed renewals and group changes for MA Healthcare Reform and ACA benefit implementation
* Resolved complex benefit and claims issues for clients (Member Services, Sales, Clinical, Claims)
* Procedure Code Implementation (HCPCS and CPT coding and IDC compliance) panel member

**Servicing Specialist,** *2007 – 2009*

* Analyzed and interpreted benefits, claims processes, eligibility, and enrollment policies for customers, employers, and employees.
* Point person for complex customer inquiries and escalated member calls

**EDUCATION**

Master of Arts (MA) in Health Communications | Negotiation, Mediation and Conflict Resolution Concentration Emerson College, Boston, MA

Bachelor of Arts (BA) in English and Human Development

Boston College, Chestnut Hill, MA

**PROFESSIONAL DEVELOPMENT**

* **Associate Certified Coach (ACC) from International Coach Federation (ICF)**
* **Elder Decisions, Norwood, MA**

Completed over 21 hours of Elder / Adult Family Mediation Training for Mediators Interested in Serving Elders / Adult Families. Approved under Part 146 by the New York State Unified Court System's Office of ADR Programs for 16 hours of Additional Mediation Training.

* **BWI www.bwi.org, Boston, MA**

Trainer Mediator. Completed 40 hours of basic mediation training in accordance with M.G.L. ch.233 § 23C. Mediator on Massachusetts Court panels for small claims and summary process cases.

* HIPAA and PHI compliance training according to State and Federal Mandates.
* Advanced coursework in Motivational Interviewing

**TECHNICAL**

MS Office (Outlook, OneNote, Word, Excel, PowerPoint, Access), Google Suite, Zoom

Relational Databases (Raiser’s Edge, Access, SQL Server, Siebel)

**VOLUNTEER EXPERIENCE**

* Malden Reads Steering Committee Member
* Malden Writers Collaborative Member
* YMCA Regional Food Bank Volunteer
* Alzheimer’s Walker and Fundraiser
* UMA (Urban Media Arts in Malden) Board Member and Marketing Volunteer
* Newton Wellesley Hospital, Vernon Cancer Center, Reiki Volunteer