

Lauren H.



Education & Training

Lauren is fairly new to the organization but has been working in this role for about 4 years. She has an MS degree in computer science from New York University.

Computer Skills

Lauren works primarily on a laptop. She uses her personal tablet more than 12 hours a week to access news, email, social media, and research. Lauren also uses her smartphone heavily, more than 12 hours a week, to check personal email, text, and to watch YouTube videos.

Technology comfort:



Personality

Lauren is focused on client support, which includes conducting demos and answering product-related questions. She spends most of her time on the phone at work and loves the 1:1 interaction with customers. In her personal time, she often hosts gatherings at her home with her friends and family.

Job Duties & Performance

Lauren focuses on client support as the product is implemented. She often helps with the setup of new account data and works directly with the implementation team if needed. She's a full time employee who rarely works overtime. Lauren is a telecommuter that has a quiet workspace at home. She's rarely interrupted while working.

Lauren's top three responsibilities:

1. Client set-up
2. Client support (setup, questions, demos)
3. Implementation support

Lauren feels that there are some gaps within the implementation process where the client needs to provide data in order for her to do her job. There is a lot of back and forth that slows down the process. The client often asks the same questions repeatedly, which again, slows down the process when setting them up with a product. Lauren also feels that it is a struggle managing time spent within meetings and time spent on actually getting her tasks completed.

Profile	Implementation Specialist
Gender	Female
Age	34
Time in position	6 years
Products used	IMS, Optum Provisioning, Optum ID, PDM