

# Loren Hawkins

6500 Lokosee Ct., Vero Beach, FL 32967

(585) 490-4734

Highly accomplished and results-oriented professional with over 20 years of experience in solution design, client relationship management, and operational process improvement. Proven ability to analyze complex business challenges, develop innovative solutions, and drive successful outcomes across diverse industries including healthcare, mobility, and corporate payments. Expertise in Six Sigma methodologies with a Master Black Belt certification, enabling data-driven decision-making and process optimization.

## Experience

**WEX, Inc.** | Sr. Solution Design Consultant | Remote - Florida | May 2021 – Present

- Collaborate with clients and partners to provide tailored solutions across the WEX product suite, encompassing health, mobility, and corporate payments verticals.
- Leverage Six Sigma Black Belt expertise to identify and address operational challenges, ensuring client success and process efficiency.
- Develop and implement creative solutions to meet client needs, driving product adoption and satisfaction.

**Lifetime Benefit Solutions** | Director, Reimbursement Account and COBRA Administration | 2010 – 2021

- Held progressive leadership roles with increasing responsibility, including Director, Business Process Optimization Manager, and Retirement Plan Administrator.
- Managed and optimized reimbursement account and COBRA administration processes, ensuring compliance and efficiency.
- Led process improvement initiatives, leveraging Six Sigma methodologies to enhance operational effectiveness.

**Fidelity Investments** | Vice President | 1993 – 2003

- Held numerous leadership positions with increasing responsibility for retirement plan services

## Education

University of Michigan-Dearborn | Master of Business Administration, Finance | 1990

University of Michigan-Ann Arbor | Bachelor of Arts, Economics | 1985

## Certifications

\* Master Black Belt - Six Sigma

## Skills

- |                                |                                  |
|--------------------------------|----------------------------------|
| • Business Process Improvement | • Collaborative Problem Solving  |
| • Operations Management        | • Six Sigma Black Belt           |
| • Solution Design              | • Client Relationship Management |
| • Healthcare Administration    | • COBRA Administration           |
| • Reimbursement Accounts       | • Process Optimization           |