# MICHAEL WELLS, CAPM®, CSPP™

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## PROFESSIONAL SUMMARY

CAPM® and CSPP™ credential holder with experience in healthcare operations, government programs, military logistics, and law enforcement. Skilled in case resolution, stakeholder communication, compliance, project coordination, and process improvement.

## CORE SKILLS

Healthcare Operations • Project Coordination • Business Analysis • Process Improvement • Compliance • Stakeholder Communication • Case Research • Documentation • Microsoft Office

## PROFESSIONAL EXPERIENCE

**UnitedHealth Group | Advocate4Me Representative, Government Consumer Operations** | 2025–Present

- Resolve Medicare and D-SNP member issues involving benefits, eligibility, billing, coverage, and claims.
- Research cases across systems and collaborate with internal teams to resolve issues while maintaining accurate, compliant documentation.
- Identify recurring member concerns and opportunities to improve service and operational processes.

**Burlington County Department of Corrections | Retired Correctional Police Officer** | 2012–2024

- Managed high-risk operations, investigations, and incident reporting in accordance with policies and legal requirements.
- Coordinated with leadership, medical personnel, and outside agencies during critical incidents.

**New Jersey Army National Guard | Vehicle Mechanic / Recovery Vehicle Operator** | 1995–2013

- Supported mission-critical maintenance, logistics, equipment accountability, and operational readiness.
- Coordinated vehicle recovery activities during Operation Iraqi Freedom deployments.

**AutoZone | Parts Delivery Driver** | 2008–2012

- Coordinated commercial deliveries, verified orders, and supported inventory accuracy and customer service.

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

CAPM® – Project Management Institute (2026–2029) | CSPP™ – Project Management Institute (2026)

Lean Six Sigma Foundations • Business Analysis & Project Management Professional Development

## EDUCATION

Syracuse University – Veterans Program for Politics and Civic Engagement

Thomas Edison State University – Organizational Leadership Coursework | Mercer County Community College – Political Science & Government Coursework

## LEADERSHIP & COMMUNITY

Veterans for All Voters – New Jersey State Leader | Iraq and Afghanistan Veterans of America – Veteran Advocate