

# Christopher J. Chadbourne

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## Client Manager | Sales Executive

Accomplished and results oriented client management and sales professional with emphasis on the growth and retention of large clients in the employee benefits industry. Strategic thinker and proactive problem solver with expertise in consultative selling. Creative and effective leader in the implementation of the company's goals and objectives. Consistently exceeded sales targets while building and maintaining strong client relationships.

## Professional Experience

**UnitedHealthcare**, Boston MA

**December 2015 – February 2020**

### **Account Vice President – UnitedHealthcare Retiree Solutions**

Built and executed strategic account management plans to the benefit of both the client's and UnitedHealthcare's goals and objectives.

- Developed strong relationships with clients, consultants, and brokers within a portfolio of 20 Group Medicare Advantage and retiree benefits customers. Renewed 100% of clients.
- Negotiated and managed accounts' financial performance to ensure and enhance the organization's profitability obtaining 100%+ membership persistency levels from 2016 through 2019.
- Managed the sale of four new accounts totaling more than 19,000 new Group Medicare Advantage members and \$19,000,000 in revenue.
- Oversaw 5 new client implementations representing over 90,000 members.
- Facilitated regular and ad hoc meetings with client stakeholders to present the financial, clinical, operational, and network performance to ensure 100% client retention.
- Collaborated with cross-functional decision makers in the design, functionality, and implementation of innovative new product to increase the organization's revenue and profitability.
- 2018 Strategic Account Executive of the Year - UnitedHealthcare Retiree Solutions

**Eliza Corporation**, Danvers MA

**August 2014 – December 2015**

### **Senior Sales Executive**

Capitalized healthcare delivery expertise to design and sell innovative, data-driven member engagement tools and strategic management solutions to help clients drive member behavior change.

- Communicated the organization's vision and strategy to health plans in the Exchange, Medicare, Medicaid, and Commercial segments to assist their engagement goals.
- Led team charged with increasing revenue 47% by expanding current relationships, developing whitespace areas, and identifying prospective customers.
- Identified and cultivated new relationships within prospect base that drove increased profitability and annual revenue growth of \$1.9M.in annual revenue.

**Aetna, Inc.** Boston MA,

**December 1997 – August 2014**

**Senior Account Executive – National Accounts** (December 1997 – August 2014)

Led cross-functional teams in execution of clients' benefits and business strategies.

- Managed the growth and retention of National Accounts client portfolio totaling 119,000 medical members and \$325M in annual revenue.
- Developed and executed strategies to expand existing client portfolio achieving growth rate of 482% of 2013 membership sales target.
- Negotiated and managed accounts' financial performance to ensure and enhance profitability and retention.
- Managed the implementation of several products including medical, pharmacy, dental, Medicare Advantage, life and disability.
- 2014 and 2006 Winners Circle Recipient – Aetna's highest sales recognition award

### **Education**

**Bachelor of Science (BS) in Marketing/Business**, University of Connecticut, Storrs CT