

Christopher Benefield

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PROFESSIONAL SUMMARY

Accomplished leader with 15+ years of experience in strategic product development, revenue cycle management, and operational optimization. Proven track record of aligning business and technology goals, driving measurable outcomes, and leading high-performance teams. Skilled in stakeholder engagement, process improvement, and delivering innovative solutions to enhance efficiency and profitability.

AREAS OF EXPERTISE

Technical Skills: Product Roadmap Development | Revenue Cycle Management | Process Optimization | Data Analysis | Project Management (Agile, Scrum, Waterfall) | IT Infrastructure Management | Software Development Lifecycle (SDLC) | KPIs Implementation | Regulatory Compliance

Technology/Tools: Tableau | Power BI | WordPress | SQL | Adobe Analytics | Heap | Data Visualization Tools | Emerging Health & Pharmacy Technologies | Advanced Microsoft Office Suite

Soft Skills: Strategic Planning | Leadership | Stakeholder Engagement | Communication | Team Mentorship | Conflict Resolution | Decision-Making | Time Management | Customer Relationship Management | Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Sr. Technical Portfolio Manager | Albertsons Companies Plano, TX | *Apr 2021 – Jan 2025*

- Transitioned data tracking processes from Adobe Analytics to Heap, addressing HIPAA compliance and creating an in-house tagging system, resulting in significant cost savings, enhanced data accuracy, and improved alignment with business goals.
- Integrated Blink Health into Albertson's pharmacy systems, automating discount applications to improve regulatory compliance, operational efficiency, and access to affordable medications for thousands of customers.
- Optimized the Drive Up and Go program by implementing a fully integrated solution, reducing wait times, boosting adoption rates, and enhancing customer retention.
- Directed cross-functional teams to execute technical initiatives, ensuring seamless alignment with strategic goals through effective resource allocation, budget oversight, and risk mitigation.
- Championed stakeholder engagement and performance-enhancing strategies, driving continuous improvement in service delivery and operational quality.

Director Global Product Owner | Walmart Bentonville, AR | *Jun 2018 – Apr 2021*

- Led the consolidation of Revenue Cycle Management (RCM) operations for Walmart and Sam's Club pharmacies, vision, and hearing centers, transitioning from Derby, Kansas, to Bentonville, Arkansas. Ensured operational continuity, achieved long-term cost efficiency, and streamlined processes across 200 business functions and four business lines.
- Improved cash flow and reduced write-offs by \$3.2M through optimized accounts receivable processes and strategic revenue cycle management for the Health and Wellness Division.
- Enhanced organizational performance by implementing KPIs, monitoring SLAs, and introducing Tableau dashboards to track insurance errors, enabling targeted interventions that recovered over \$2M in lost revenue while improving compliance and operational accuracy nationwide.
- Designed future-state RCM operational flows to align with business objectives, driving efficiency and value across the organization while perfecting the operational framework to meet evolving needs.
- Successfully restructured workforce during the relocation by eliminating 50 positions, hiring, and training 45 new associates at the new corporate location, ensuring continuity and operational excellence.

Sr. Manager RCM | Sam's Club *May 2016 – Jun 2018*

- Directed all aspects of pharmacy revenue cycle management for Sam's Club Health and Wellness Division, enhancing operational efficiency through optimized policies, procedures, and analytical dashboards.
- Revitalized pharmacy reconciliation processes, reducing financial write-offs by \$1.2M within six months and establishing improved vendor management and operational standards.
- Spearheaded the implementation of new clinical services programs, driving increased sales and unlocking new business development opportunities for the Health and Wellness Division.

- Elevated team performance by introducing targeted training programs and leadership initiatives, fostering a multi-skilled workforce and enhancing competencies across departments.
- Delivered optimal financial results by developing and executing business plans tailored to meet customer and operational needs, ensuring alignment with strategic objectives.
- Promoted a member-focused approach to business solutions, creating innovative strategies that improved patient safety, quality assurance, and continuous improvement across Health and Wellness operations.

Solutions Architect | Walmart

Nov 2014 – May 2016

- Designed and implemented a 3–5-year strategic roadmap for Walmart’s Health & Wellness Division, driving enhanced team alignment, improved organizational focus, and successful long-term planning.
- Translated job specifications into actionable strategies, delivering technical solutions that addressed operational needs and achieved short- and long-term business objectives.
- Led cross-functional collaboration between Bentonville and San Bruno teams, successfully executing projects that improved delivery efficiency, reduced costs, and elevated customer experience while fostering a culture of innovation.
- Integrated innovative technologies across stores nationwide, streamlining operations to save time for both customers and associates while enhancing efficiency.
- Delivered tailored product solutions to address customer needs and concerns, resulting in improved customer satisfaction and experience.
- Managed quality assurance and regulatory requirements, ensuring compliance and operational excellence across Health & Wellness Divisions for both Walmart and Sam’s Club.

Product Analyst | Walmart

Jun 2011 – Nov 2014

- Transformed Walmart’s pharmacy division by fostering collaboration between IT and business teams, driving measurable improvements, and positioning products as key resources for long-term success.
- Created a 5-year strategic roadmap that guided leadership at all levels in managing project tradeoff decisions, ensuring alignment with organizational goals.
- Enhanced business performance and effectiveness by mentoring and coaching business analysts, empowering teams to deliver impactful solutions at both individual and group levels.
- Ensured operational excellence through the development and implementation of best practices and information systems, aligning operations with customer and business needs.
- Strengthened customer relationships and managed expectations by establishing effective communication channels, ensuring alignment with stakeholder goals.
- Partnered with key stakeholders to define the vision and direction of Health & Wellness product offerings, increasing engagement and driving strategic alignment.

EARLY CAREER EXPERIENCE

Senior Business Analyst | Walmart
Business Analyst | Walmart
Advanced Programmer | Walmart
Programmer | Walmart

Bentonville, AR
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 Bentonville, AR
 Bentonville, AR

VOLUNTEER EXPERIENCE

Board of Directors – Centerton Area Chamber of Commerce
Assistant Chief – Jacksonville Rescue Squad
Assistant Commander – Onslow County Special Incident Response Team
President – Northwest Arkansas BYU Management Society
Volunteer Firefighter / EMT – Retired 20+ Years

EDUCATION

Bachelor of Arts in Information Technology | American Intercontinental University Hoffman Estates, IL
Associate of Arts in Business Administration (Honors) | American Intercontinental University Hoffman Estates, IL

LICENSES & CERTIFICATIONS

Lean Six Sigma Green Belt
 Dale Carnegie Graduate
 Dale Carnegie High Impact Presentations
 Franklin Covey – Time Management Essentials