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**Catherine Mastrodonato**  
**Appeal Officer, Part C Project**

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**Summary of Relevant Experience**

Ms. Mastrodonato was first associated with MAXIMUS Federal Services in the Operations Department for the Part A Project beginning in May of 2005. Ms. Mastrodonato performed case entry and managed the FOIA and ALJ requests for the Part A Project. In January of 2006 Ms. Mastrodonato transitioned to the Operations Department for the Part D Project. She provided case entry support and also managed FOIA and ALJ requests for both the Victor and King of Prussia offices. Ms. Mastrodonato assisted Part D Project Legal Counsel in preparing cases for submission to the ALJ. In May of 2006 Ms. Mastrodonato was promoted to Appeal Specialist for the Part D Project. Ms. Mastrodonato assisted Part D Legal Council in writing ALJ submissions and worked Part D and Late Enrollment Penalty cases. Ms. Mastrodonato assisted in assigning cases to team members and acted as a mentor to newly hired employees. In June of 2009 Ms. Mastrodonato was promoted to Team Lead for the Part D Project. Ms. Mastrodonato provided team and department support, assigned cases and assisted management in developing new ideas to stream line the projects work structure. In December of 2009 Ms. Mastrodonato was transitioned to the Part C Project as an Appeal Officer. In May of 2018 Ms. Mastrodonato was transitioned to Team Lead for the Part C Project. In September of 2018 Ms. Mastrodonato began assisting with the Post Adjudication responsibilities. In March of 2019 Ms. Mastrodonato was promoted to Part C Supervisor and Post Adjudication Support, which is her current position.

Prior to joining MAXIMUS Federal Services Ms. Mastrodonato obtained degrees in Paralegal Studies, Business Marketing and Journalism. Ms. Mastrodonato has held both Team Lead and Management positions prior to coming to MAXIMUS Federal Services. She has over 23 years of customer service and systems support experience. Ms. Mastrodonato has experience in payroll management and human resources. During her employment at Eastman Kodak Ms. Mastrodonato developed and implemented a business proposal for flex hour coverage which saved the customer support division \$6000 a quarter.

**General Background**

- MAXIMUS Federal Services, Victor, New York. Departments: Operations Part A, Operations Part D, Appeal Specialist Part D, ALJ Submissions Part D, Team Lead Part D, Appeal Officer Part C: May

2005-May 2018; June 2018 to March 2019 : Team Lead Part C;  
March 2019 to Present: Part C Supervisor/Post Adjudication Support

- Paralegal Internship Rochester City Courts Criminal Division: January 2005-May 2005.
- GM Design Inc., Rochester, New York, Owner/Bookkeeper, Full time 2003-2005. Part Time contribution May 2005-present.
- Eastman Kodak Company, Rochester New York, Customer Account Representative, Transaction Support Tech/Team Lead: 1988-2003
- Greater Rochester Cablevision (Time Warner), Rochester, NY, Payroll Manager, 1984-1988

#### Related Professional Accomplishments

- Paralegal Association of Rochester
- Professional Marketing Projects/Bryant and Stratton College

#### Education

- Paralegal Associates Degree Bryant & Stratton College, Henrietta, New York. Valedictorian. Dean's Award for Rising Professionals 2005. Graduated May 2005.
- Business Marketing Associates Degree, Monroe Community College, Rochester, N.Y. May 1992
- Journalism Associates Degree, Niagara Community College, Sanborn, N.Y., May 1982.

