



## Melody Merchant

Data Analyst  
Optum Advisory Services

*Former position: Data Analyst,  
Bassett Healthcare Network*

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We all take our own journey to becoming an Optum employee. Melody Merchant started hers when Bassett Healthcare Network announced a long-term strategic collaboration with Optum. Here's her story on transitioning into Optum and what that was like.

### Before the transition

After working as a data analyst for Bassett, the idea of working for a large organization like Optum was daunting, to say the least. I was uncertain about what the culture and experience would be, or how that would affect relationships with current and new leadership and teams.

### Transition

There was a lot of communication and coordination, but what really helped us during the transition was the Optum welcome website. It was a portal to Optum and provided us with all the information we needed and kept us on track.

Also, leaders from Optum came to Bassett so that we could bring up our concerns directly to them. It was very reassuring that they were always available to address our questions and concerns. They would do everything that they could to make sure we had what we needed. All the information was given to us in a timely manner and gradually all our concerns were eased.



### Why I value working for Optum

- Unparalleled opportunities to learn and grow
- Effective employee-based engagement programs such as the Employee Community Council
- Attractive market-competitive benefits

## Significant opportunities since the transition

Optum promotes a culture of empowering its employees in every possible way. My colleagues and I feel more invested in what we do, making decisions about what works and providing feedback on things that don't. Not only that, we're also provided with ample opportunities to grow our careers, learn new skills, gain knowledge, and reach our full potential.

## Effective employee engagement and personal growth

The Optum Insight Bassett Healthcare Network (OI BHN) Employee Community Council has been a wonderful opportunity to participate in, and give back to, the local community along with my fellow employees from various teams. The Culture Ambassador network also provides a great opportunity to network and learn more about how we can enact key principles to not only enrich our work life, but our lives in general. And Optum offers a comprehensive benefits package, including equity stock purchase and attractive 401k contribution.

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*The uncertainty that comes with the beginning part of the transition is a place where you can grow and learn. Initially, it might be a bit uncomfortable but it's all worth it.*

**Melody Merchant**

Data Analyst

**Optum**

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