

TITLE | Client Support Services Manager

ABOUT | Ms. Emerson joined BSM in 2019 and is located in Scottsdale, Ariz.

Prior to joining BSM, she spent more than a decade in project management, operations management, and research analyst roles.

Ms. Emerson’s professional experience — which includes accounting, marketing, market analysis, and land acquisition coordination — required her to wear many hats, communicate with high-level executives, understand complex software platforms, and collaborate with groups both large and small to ensure the successful completion of projects.



AREAS OF EXPERTISE | In her current role, Ms. Emerson oversees various operational and administrative support services for the company’s billing, coding and compliance team. Her primary responsibilities include:

- ✓ Managing projects and administrative tasks
- ✓ Developing work plans
- ✓ Coordinating teams
- ✓ Providing project scoping and budgeting support
- ✓ Creating content
- ✓ Developing and analyzing surveys
- ✓ Creating reports

EDUCATION | Bachelor of Arts in Business Administration, with an emphasis in Finance, California State University, Fullerton

DID YOU KNOW? | When she’s not spending time with her son at the soccer field, Diedre enjoys hiking with her husband and their three dogs.