
Monique Corchado

Director of Finance and Administration

Years at Zeldis: 12



What was your background before coming to Zeldis?

I worked in a large company's call center for seven years, fielding calls, placing orders and troubleshooting, eventually becoming the center's administrator. It's where I really found my groove, mastering the behind-the-scenes work to make everything run smoothly, and where I got my first taste of accounting and bookkeeping.

What was it like at Zeldis when you began? And how has it changed?

When I started at Zeldis in April 2007, I was one of nine employees. And the feeling was very laid-back, family friendly, and casual. It's not that different from how it is now: We still have that camaraderie and the spirit of wanting to do the best work, but we're now twice the size.

How has your job changed since you've been there?

I have had the pleasure of growing both professionally and personally at Zeldis.. Starting as the office administrator and bookkeeper, jobs that were very task-oriented, over time as we brought on more staff and more new clients, I began helping our researchers with some of their needs. And when security of information became a hot topic – not just in health care and insurance, but globally – I found myself entrusted to be the point person on the HITRUST certification process.

How have your skills changed to meet the job challenges?

I have been challenged in ways I didn't expect, entrusted with creating some of the company's core processes, especially those relating to information security. And that's really helped me grow as a person as well, in terms of my confidence, problem-solving skills and creative thinking.

Have you found your skills changing along with the job? This question is redundant, considering the answer just above.

There's always something, especially with each new client, that requires a new and different skill. And I think that's one of the things that makes us different, that we're always willing to do what's needed.