



As the Regional Director of Patient Experience for OptumCare, Mary Ann is responsible for enterprise wide strategies, leveraging compassionate culture in alignment with the execution of Optum's values, of Integrity, Compassion, Relationships, Innovation, and Performance.

Mary Ann brings a wealth of guest service and leadership experience to the healthcare industry. She is a certified professional coach and master facilitator in the topic of diversity and inclusion, employee engagement, leadership and organizational development, elevating the employee experience, patient service enhancement, and innovation. She partners with Southwest Medical professionals and providers in the delivery of our C-I-CARE Service Philosophy and other programs and initiatives that promote improvements in our healthcare delivery system.

Previous to this role her career in hospitality began in 1993, Sena-Edelen has earned more than 22 years of experience with various properties and the corporate division of MGM Resorts. Most recently, she served as the Director of Guest Experience at MGM Grand, where she was responsible for analysis of guest satisfaction metrics and development of strategies to improve the property's guest service scores; implementation of guest feedback; and development and oversight of guest recovery response tools. She also worked closely with that property's Training and



Communications teams to ensure effective practice of MGM Grand's guest service excellence training program "Entertain."

Prior to that, Sena-Edelen worked as Corporate Director of Diversity Regional Sales, in which she pursued bookings for MGM Resorts properties of conventions and large meetings of diversity organizations. Sena-Edelen's previous positions also include Director of Diversity & Training at Monte Carlo, where she oversaw all areas of training and incorporation of diversity into all aspects of the resort's daily operations; and Senior Diversity Leadership Manager for the Corporate Diversity Leadership Education program. As a special assignment Sena-Edelen facilitated pre-opening training of MGM Grand Sanya employees in the MGM Resorts mission, vision, values and culture, including diversity and inclusion.

Sena-Edelen earned her Bachelor of Arts Business Management from Western Governors University. She earned her AA degree in Hotel Restaurant Business Management with casino emphasis from CSN, and her Federal Communications Commission licenses at the National School of Broadcasting and also attended the University of Utah majoring in Communications. Sena-Edelen is a Certified Master Trainer of the MGM Resorts Diversity Champion Workshop, Certified Training Professional, Certified Diversity Meeting Professional and a Certified Trainer of Stephen Covey's Seven Habits of Highly Effective People, and a licensed leadership consultant for Guardian Quest.

Mary Ann has been active in local philanthropy programs, supporting her commitment to helping her community and principles of Servant



Leadership; including implementation of a Adopt-A-Family programs at five of MGM Resorts properties, and as a steering committee member of The MGM Resorts Foundation. Beyond that, she volunteers for an array of community activities and organizations, among them leadership coaching & UNLV student counseling, Dress for Success Women's organization, Nevada Latino Youth Organization the Safe Nest women's shelter, the Boys and Girls Club of Southern Nevada, Best Buddies and the US Vets housing facility.