



**Mary Kay Dahn**  
**Quality Assurance Analyst**

Mary Kay will be serving as our Quality Assurance Analyst and is assisting our Quality Assurance (QA) practice here at ISG. Mary Kay has 20 years' experience as a Project Manager and Operations Vice President in insurance operations. Prior to joining ISG, Mary Kay was a senior level PM and PMO manager with Cigna Corporation and held leadership roles with Amerigroup Corporation where she was responsible for quality and risk management, compliance, and customer support operations in support of Medicare, Medicaid and CHIP.

Mary Kay lives in upstate New York with her husband (Bruce), teenage daughter Paige, and 2 rescue dogs - Annie a beagle mix and Wrigley, a Great Pyrenees mix. Because winters are brutal where she lives, Mary Kay enjoys time outdoors including bike riding, cookouts with friends and family, and flower gardening (she has lots of them!)