



Michele Oesterheld has been with the Association of American Medical Colleges (AAMC) for four years. She has served as Director of the Electronic Residency Application Service for the last two years and began in 2019 as the ERAS Director of Client Services, where she developed and implemented strategic initiatives that supported the ERAS system.

Prior to joining the AAMC she was Director of Client Solutions at Alorica, a global leader in customer experience solutions. She brings a long-held commitment to elevating service and providing exceptional customer experience in the financial sector to her current role with the ERAS program.