

QUALIFIED BUSINESS ANALYST CANDIDATE

Integrity based and highly accomplished business analyst with 10+ years of experience serving as a knowledgeable and effective liaison between internal and external customers, IT, and Operational Business staff—including 6 years developing and training on enhanced products and services. Exceptional leadership ability with track record of extremely positive quantitative and qualitative results. Career marked with promotion, increasing responsibility, top caliber customer service reviews, awards and recognition for consistently strong performance. Currently seeking to apply and expand extensive knowledge, skills and abilities within a highly engaging and rewarding business analyst/management role.

CORE SKILL AREAS:

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| <input type="checkbox"/> Requirements Gathering | <input type="checkbox"/> Data Research & Analysis | <input type="checkbox"/> Quality Assurance |
| <input type="checkbox"/> Business Analysis | <input type="checkbox"/> Data Integrity & Validation | <input type="checkbox"/> Testing & Documentation |
| <input type="checkbox"/> Project Management | <input type="checkbox"/> Software Platform Expertise | <input type="checkbox"/> Process Re-Engineering |
| <input type="checkbox"/> Product Deployment | <input type="checkbox"/> Technical Report Writing | <input type="checkbox"/> End User Support |

PROFESSIONAL EXPERIENCE

ARGUS HEALTH SYSTEMS, Kansas City, MO

2007 – Present

A leading independent provider of health care information management services serving many key health care organizations

Product Development Leader (2011 – Present)

Acquired to contribute to the identification, collection and evaluation of product concepts to determine feasibility and potential in addressing customer needs—as well as analyze profitability and impact on market share. Serve as central resource within project teams to resolve issues and lead multiple phases of complex initiatives. Develop, publish and maintain project documentation, facilitate strong rapport with clientele, and produce regular project status updates. Analyze, research and report drug pricing outliers received from CMS to customers and stakeholders to ensure accuracy.

Key Contributions:

- Manage the servicing of 33 Medicare Part D contracts for customers implementing Plan Finder product—handling all drug and pricing data accurately without negatively impacting customer experience.
- Created and implemented multiple process improvements which reduced costs and increased productivity—including developing the company's first product performance charts, statistics and graphs.
- Earned top caliber customer service feedback via providing exceptional experiences with all clients—recognized with five customer service awards within the past year.
- Led the creation and implementation of account manager training and workgroup meetings to address a lack of internal product understanding—resulting in a significant improvement in ability to service clients.

Sr. Applications Analyst (2007 – 2009) (2010 – 2011)

Served role developing and documenting functional specifications in alignment with user requirements, analyzing impact on application and system performance expectations. Gathered technical reporting requirements and initiated testing of project development life cycle—leading to effective information systems solutions. Conducted in-depth customer interviews to produce comprehensive and detailed project documentation. Led and participated in business and technical design reviews. Prepared and conducted usability testing, executed test scripts, and documented results for regression.

Key Contributions:

- Recognized as Subject Matter Expert for Quality Assurance and report development—creating multiple unique and customized reports as requested by internal and external product users.
- Implemented training documentation for end users as well as reporting development standards and documentation for employees during report development process.
- Designed and developed quality assurance reporting processes which reduced reporting errors prior to release to the customer by 35%—significantly impacting customer satisfaction and improving efficiencies.
- Completed projects consistently ahead of schedule by implementing efficient processes and revising as needed—resulting in multiple rewards and recognition for efforts.

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Professional Experience Continued...

PAIGE TECHNOLOGIES, Overland Park, KS

2009 - 2010

IT staffing firm specializing in recruiting top caliber, upper level IT professionals

Business Intelligence Analyst

Hired to design, develop and support Cognos BI content—including reports, cubes, packages, dashboards and maintaining full suite of reports within a complex database environment. Designed and supported public folder reporting via Cognos Report Studio, and supported a multitude of supply chain, finance, key performance indicators, and more. Responded quickly to user needs and developed reports. Built efficient and effective SQL queries, implementing best practices to reduce overhead and extraneous complexity. Provided support and product training to end user groups.

Key Contributions:

- Completed 40+ unfinished reports upon being hired, finalizing development prior to project deadlines and resolving 100+ outstanding user help tickets.
- Evaluated inefficiencies within processes and designed, developed and implemented improvements to improve production and diminish costs—resulting in quicker turn around times and better customer service.

MID AMERICA HEALTH (ACQUIRED BY COVENTRY IN 2001), Kansas City, MO

1996 - 2005

Provider of health benefit products and services to companies of all sizes in a three state region

Business Analyst/Information Administrator

Brought on to serve as liaison between business system users and internal/external IT groups, assist in project issue resolution, develop and pull reports in Cognos and Impromptu, create and analyze complex databases, migrate tables into MS Access, review client requirements, and load cleansed SQL data into Cognos. Conducted training and development on new systems, enhancements and products. Developed and published provider manuals for members using GeoAccess Directory Expert Software. Created GeoAccess reports for RFPs for new business and to maintain existing business.

Contract Data Specialist Contributions:

- Developed hospital ancillary provider reimbursement fee schedules for claims, and resolved user issues by monitoring fee schedules on all corresponding applications (AS400, MHC, and Facets).
- Coordinated communications of hospital and ancillary provider fee schedule and data information to applicable personnel. Assisted in the resolution of project issues and risks.

Claims Analyst Contributions:

- Analyzed and processed commercial HMO, PPO, Medicare, and Medicaid claims submitted by hospitals and providers. Resolved provider issues and appeals to support the efforts of multiple service departments.

ADDITIONAL EXPERIENCE

Realtor – Keller Williams Platinum Partners, Lee’s Summit, MO (2006-2007)

Sr. Membership Technical Coordinator – American Sterling Insurance Services, Overland Park, KS (2005)

ACADEMIC BACKGROUND & CREDENTIALS

Bachelor of Science – Business Administration with Emphasis in Computer Information Systems

BAKER UNIVERSITY, Kansas City, MO

TECHNICAL PROFICIENCIES

- **Operating Systems:** MS Windows 95/98/2000/XP, AS/400, IBM
- **MS Office:** Word, Access, Excel, Outlook, InfoPath, PowerPoint
- **Software/Development:** Cognos BI: Report Studio, Analysis Studio, Query Studio, Impromptu, Metric Studio, Impromptu Client, Impromptu Web Reports. PowerPlay, Transformer
- **Relational Databases:** IBM DB2, Oracle, Microsoft SQL Server
- **Data Sources:** Cognos BI 8.4.1 Data Sources (including ODBC and OLAP), IPNS GUI, CPD, GeoNetworks, MHC, IDX, FACETS, File-Aid
- **Mainframe Platforms:** UAT, UR1, Production