

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

SUMMARY

Management/Data Analyst with talent for performing multiple projects successfully. Strong knowledge of program and enterprise implementation. Communicative and team-oriented with proficiency in Quantitative Analysis. Proven history of fostering unity and best practices to meet team, individual and management objectives.

SKILLS

- Analysis and modeling
- Relational databases
- Data warehousing
- Data mapping
- Agile methodologies
- SharePoint Admin/Design
- Requirements gathering
- MS Excel Configuration
- Process/System Implementation
- Project Management

EXPERIENCE

03/2018 to Current **Management/Business Data Analyst**

Mecklenburg County – City, STATE

- Work closely with team members and leadership to deliver project requirements, develop solutions and meet deadlines.
- Detect and resolve data quality issues and discrepancies for integrity and quality control.
- Prioritize and organize tasks to efficiently accomplish service goals.
- Devise reports and visualizations to present requested data in sleek format.
- Create data verification and testing methods to resolve Energy program performance issues and prevent glitches.
- Enforce governance procedures to maintain overall data integrity.
- Implement and manage software upgrades and installs, rights and performance tuning for Power BI and Cx360 data visualization software.
- Communicate with data architects, programmers and engineers to keep projects on track.

11/2017 to 03/2018 **Business Analyst(Contract)**

Wells Fargo – City, STATE

- Identified bottlenecks in processes and implemented new and improved procedures and policies to ease friction and improve efficiency.
- Pinpointed inefficiencies in business processes and recommended improved policies.
- Reduced organizational operating costs by streamlining processes.
- Performed root cause analysis of data to develop counter-strategy and improve performance.
- Streamlined operational efficiencies, gathering requirements to facilitate on-time, under-budget corporate transitions.
- Identified and analyzed business strategy implications for growing companies to increase longevity.
- Manipulated data using pivot tables, pivot charts and macros in Excel.

12/2014 to 11/2017 **Compliance Business Analyst(Contract)**

US Bank – City, STATE

- Develop and maintain project plan using MS Project for the gathering, validating, and delivery of functional/non-functional requirement enhancements
- Gather necessary requirements for Currency and Large Currency Reporting enhancements through third party assessments, business line input and system usage.
- Documents high level and detailed requirements into BRD and update requirements as project progression occurs
- Work with information systems to assure that request feasibility is assessed before deliverable submission.
- Review, reconcile and validate reported data as evidence of due diligence from a business and compliance standpoint.
- Meet with stakeholders to discuss project status, issues and next steps toward completion of each project milestone.
 - Enforced regulations by reviewing federal and state laws to confirm compliance.
 - Closely monitored infraction tracking system for accuracy and effectiveness.
 - Compiled and analyzed detailed feedback reports to improve solicitation and collection process.

01/2009 to 12/2014 **Business Analyst/Developer**

Atrium Health Services – City, STATE

- Reviewed company software and business programs to determine value and assess viability in live environment.
- Identified bottlenecks in processes and implemented new and improved procedures and policies to ease friction and improve efficiency.
- Managed projects and served as primary liaison between client and multiple internal groups to clarify goals and meet quality standards and deadlines.
- Reduced organizational operating costs by streamlining processes.
- Performed root cause analysis of data to develop counter-strategy and improve performance.
- Streamlined operational efficiencies, gathering requirements to facilitate on-time, under-budget corporate transitions.
- Manipulated data using pivot tables, pivot charts and macros in Excel.
- Boosted company efficiency and customer satisfaction by streamlining or eliminating inefficient processes.
- Developed effective organizational change management strategies adopted by key stakeholders and evangelized across all departments.
- Reconciled and reported record discrepancies to prepare for annual audit.
- Completed quality assurance reviews to assess accuracy of data and validate results.
- Defined application problems by consulting with clients to evaluate procedures and processes.

EDUCATION AND TRAINING

05/1991

Bachelor of Arts: English Education

Norfolk State University - Norfolk, VA

04/1997

Certification: MCSE

Naval Medical Training Center - Portsmouth Navy Hospital - NMCP

06/2023

MBA: Business Administration

Gardner-Webb University - Boiling Springs, NC

ACCOMPLISHMENTS

- Created highly effective new issue tracker that significantly impacted efficiency and improved operations.
- Created highly effective new service requirements document that significantly impacted efficiency and improved operations.
- Consistently maintained high customer satisfaction ratings.
- Led team to achieve exceptional program support, earning recognition from upper management and financial reward.