

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.