

# Jessica Claire

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📍 Montgomery Street, San Francisco, CA 94105

## Education and Training

University of Missouri  
Columbia, MO • 2015

*Master of Health Administration*

University of Missouri  
Columbia, MO • 2015

*Master of Science:* Health Informatics and Bioinformatics  
Health Informatics and Bioinformatics

University of Missouri  
St. Louis, MO • 2011

*Bachelor of Science:* Business Administration - Marketing  
Business Administration - Marketing

## Skills

- Healthcare Analytics (4 years), Physician Engagement (2 years), Project Management (4 years), Consulting
- 2 years), Sales (5 years), Marketing Strategy (4 years), Tableau (2 years), Excel (5 years), Excel (5 years),
- Public Speaking (5 years), Machine Learning (2 years), Financial Analysis (5 years), Databases (1 year),
- SQL (1 year), Business Development (3 years), Business Intelligence (2 years), User Experience Design (2 years)

## Summary

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## Experience

Milliman - Consultant  
Albany, NY • 06/2015 - Present

- Inception, design, sales, and implementation of consulting services in over 15 hospitals across the US.
- Produce and execute work plans to achieve clinical, operational, and financial improvement initiatives.
- Develop rapport with hospital executives, hospital staff, and physicians to foster hi-performance teams.
- Analyze financial, patient experience, throughput, and quality data to develop clear strategic actions plans.
- Presents clearly and concisely to physicians and executives to persuade and drive change.
- Train new analyst and consultants in analytic tools such as MySQL, Excel, Tableau, and Weka.
- Assist in the development, design, and sales of propitiatory mobile applications used for physician compliance and contracting.
- The application is currently available on both iOS and Android.
- Author white papers and web content which are used for client marketing and client education.

Ventera - Health Plan Financial Analyst  
Philadelphia, PA • 05/2014 - 05/2015

- Created automated pricing tools based on contractual language and multiple drug lists.
- Developed predictive models which accurately assessed member risk of year over year PMPM shift.
- Queried and built client facing reports using Teradata, Excel, and PowerPoint.
- Produced management dashboards with key performance indicators for senior leaders.
- Investigated and analyzed Rx trend reports for clients, account teams, and other functional areas.
- Compiled and analyzed multisource data to prepare contract adjustment reports.
- Collaborated with competitive intelligence department to develop incumbent responsive pricing strategies.
- Built customized reports in collaboration with clients to investigate patient Rx utilization.

Athletes Unlimited - Business Analyst  
Dallas, TX • 08/2013 - 05/2014

- Developed interactive Business Intelligence dashboards for clients to measure return on investment.
- Established new sales strategies and value propositions for the sales team.
- Created market impact maps in ArcGIS to assist the strategic expansion of MHC services.
- Project owner for Office 365 and SharePoint implementation.
- Results included eliminating costs for local file servers, optimizing file access & auditing capabilities, and promoting collaboration.
- Led HIPAA audits that resulted in the implementation of numerous physical and technological safeguards improving compliance and minimizing the risk of financial exposure.
- Designed and distributed patient consent documentation in collaboration with Health Literacy Missouri.
- Monitored and audit enterprise master patient index database using InterSystems' HealthShare platform.

Mid America Harley-Davidson - Marketing Manager  
City, STATE • 06/2011 - 08/2013

- Created and developed online marketing strategy with integrated website to improve lead generation and minimize response time.
- Measurable impact included an increase of new unit sales by 35% and being awarded first place in district growth in 2012.
- Leveraged marketing analytics on existing customer database to better align departmental sales promotion with customer demographics and seasonality demand.
- Directly sold major units to customers and consistently awarded for performance in both volume and margin levels.
- Project manager for implementation of customer reward systems software which included a proof of concept, funding request, installation, training, and post installation management.
- Troubleshoot hardware and software issues in multiple departments.

## Accomplishments

- Project Management Professional (PMP) - Eligible GROUPS Health Information and Management Systems Society (HIMSS) 2013 to Present HIMSS is a global, cause-based, not-for-profit organization focused on better health through information technology.
- HIMSS leads efforts to optimize health engagements and care outcomes using information technology.
- American College of Healthcare Executives (ACHE) 2014 to Present American College of Healthcare Executives is an international professional society of more than 40,000 healthcare executives who lead hospitals, healthcare systems and other healthcare organizations.

Willing to relocate: Anywhere

## Skills

analyst, auditing, Business Development, Business Intelligence, competitive intelligence, hardware, concept, Consulting, prepare contract, client, clients, Databases, database, documentation, file servers, financial, Financial Analysis, functional, ma, Machine Learning, Marketing Strategy, marketing, market, access, Excel, Office, PowerPoint, SharePoint, MySQL, enterprise, online marketing, pricing, pricing strategies, Project Management, promotion, Public Speaking, quality, rapport, Sales, SQL, strategy, strategic, Tableau, white papers, Teradata, trend, Troubleshoot, website, web content, Author

## Additional Information

- Willing to relocate: Anywhere Authorized to work in the US for any employer
- LINKS <https://www.linkedin.com/in/JessicaClaire> AWARDS Honorary Member of the Upsilon Phi Delta Honor Society for Health Administration October 2014 The mission of the Upsilon Phi Delta Honor Society is to recognize, reward, and encourage academic excellence in the study of healthcare management and policy.