

Jessica Claire

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SUMMARY • Transition from an Application Developer and secure a position as a Business Analyst or Technical liaison with a company that can fully utilize my education and experience, while offering upward growth and opportunity.

SKILLS • Microsoft .Net Visual Basic and C#
• Blaze Advisor .net Rules Engine
• HTML, JavaScript
• Visual Basic 5.0 and C++ programming - Introduction and advanced concepts.

EXPERIENCE • **CONSULTANT** 06/2012 to CURRENT

Benefitfocus | Minneapolis, MN

- Managed/Designed/Developed Market Segment determination rules. Rules Service provided account and policy a market segment values of either Mid-Market or Small-Market areas of underwriting. Determining market segments streamlined Underwriting workflows and allowed processing center to efficiently handle insured accounts.
- Managed/Designed/Developed Underwriting rules question service. Real-time access of questions, per entry screen from online quoting system. Service provided agent or support users immediate access to underwriter questions in regards to the specific entry screen user was working with. Rules provided online questions and answers for analysis through Nationwide's underwriting binding authority rules.
- Managed/Designed/Developed Underwriting Rules based Protocol system which provided underwriter guidance with little or no agent intervention when assessing a policy's insurance risks.
- Managed outside consultant's work assignments while providing technical leadership in designing process flows, business object model, .net web service changes and rules engine updates.
- Developed rules decision tables, internal methods, functions and .net field translation for rules engine.
- Managed/Designed/Developed Single entry System Determination entry rules. Technical lead on the project, single sign on directed user entry into the commercial lines real time quoting system. With less sign on screens, project provided agents and internal users a streamlined process for ease of doing business when initiating a quote.
- Practiced Lean AM (Application Maintenance), developing IT maintenance efficiencies within our department. Creating huddle cards with work details, "Swim Lanes" for project delivery, and huddle board meetings, allowed our development team to concentrate on quality while removing overhead processing costs.
- Managed/Designed/Developed Light Touch Underwriting Account renewal rules. Technical lead on the project. Managed renewal rule code deployments into requested test and production environments. Designed Blaze code for renewal rules by routing certain accounts to underwriting and other processing units. Developed decision tables, SRL code functionality to process account authority rules. Project increased policy renewal flow rates by having less underwriter intervention and routing accounts directly into specific processing units.

AFOICATION STAFF SPECIALIST

04/1986 to 06/2012

Harleysville Insurance Company | City, STATE

- Managed/ Developed FICO rule applications using Templates, Decision tables, Rule Sets, Patterns, while integrating SRL code to provide viable business solutions in developing work flow authority levels to processing units, and pertinent policy information to Underwriters.
- Responsible for developing System, Product rule sets which directed system entry and product availability to both internal users and outside insurance agencies. System successfully routed small market agents to use selected products and lines of business for quicker issuance of Harleysville policies. Small Market rule processes created less call center interaction with agents and generated over \$300K in small market premiums in one quarter.

- Developed/Maintained Web Services for Underwriting Rules Engine. By integrating Commercial lines and Agent Portal data with Blaze (Fair Isaac), rules engine output enhancing Underwriters ability to analyze data in English terms and establish profitable decisions for each policy submitted. Applications consisted of Insurance System/ Product Determination and Underwriting Binding Authority interfaces. Services developed with Visual Studio 2010, C# .Net wrappers integrated XML business objects with Blaze rules software.
- Developed windows console application for unit testing FICO rules. Testing Framework allowed user to enter test cases through Excel and create XML file input invoking specific Insurance rules. Application increased Business Analyst productivity by allowing more time for writing business rules and less time correcting defects within integration test phase. Software developed with C#, Visual Studio .Net and Microsoft programmability InterOp.
- Researched/Developed Insurance New Business and Endorsement object models for Policy Binding Authority. Arranged planning sessions with Data Modelers, and Business Analyst to develop schemas using Visual Studio XSD and XML structures.
- Managed Team Foundation Server deployments for .Net and SQL Database changes. Experienced with Visual Studio TFS source control and Data Backlog Items.
- Coordinated group meetings, multiple project production implementations with developers concerning deployment strategies and project implementation dates.
- Designed object models, and system determination process flows.
- Designed SDLC documentation and deployment procedures for production implementations.
- Coded .net web services unit testing and analyzing rules requests with proper rules response validating specific rules processes.
- Managed SQL Server Database valid values table, updating and inserting data rows. Table provided data translation from outside vendor to internal values used by Underwriting Rules Engine.
- Utilized SQL Server 2008 management system.
- Developed Legacy mainframe IT specifications for system enhancements related to Agent Portal initiatives.
- Provided IT technical leadership for legacy mainframe, Quality Assurance using SDLC methodology, Architecture design and implementation of CICS web based applications with DB2 relational database interfaces.

EDUCATION AND TRAINING • **Bachelor's Business Administration degree** | Computer Science

Ursinus College

Computer Science

A.A.S DP | Computer/Applied Science

Montgomery County Community College

Computer/Applied Science

Certificate in Computer Programming.

Maxwell Institute, Computer Learning Center

INTERESTS • Exercise and weight training.
• Gardening and Recreational Fishing.

SKILLS • Blaze Advisor .net 6.10.1, Microsoft C# .net 4.5 framework, Developed Technical Specifications, Business object Models in XML, TFS Source Control, HTML, JavaScript, Technical Leadership, Excel, Quality Assurance, Real-time processing, SDLC, SQL Server Management 2014, Visual Basic 5.0, Microsoft Visual Studio 2013 and 2015.