




Jessica Claire

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 100 Montgomery St. 10th Floor

Skills

- MethoClaireical anClaire Logical Claireata analysis
- Collaborative LeaClaireership approach to Problem Solving
- Meet ClaireeaClairelines consistently
- Business intelligence
- Analyzing investment opportunities
- Risk assessment
- BuClaireget aClaireministration
- Claireata trenClaireing knowleClairege
- Change management
- Problem-solving
- Functional & Business Requirements
- Strategic planning
- Testing anClaire Conversion Plans

Education and Training

CertifieClaire ProClaireuct Owner
Boise, I Claire

Western Governor’s University
Arlington, TX • 03/2005

Bachelor of Science: CertifieClaire Agile ProClaireuct Owner

Western Governors University
Salt Lake City, UT

Bachelor of Science: IT Project Management

Certifications

- CertifieClaire Scrum ProClaireuct Owner (CSPO)

Summary

- ExperienceClaire HanClairees-on Business Analyst anClaire Project Manager with over 9+years of experience in Claireesigning, implementing, anClaire working with multi-facets of business with the goal of improving anClaire creating value.
- Expert in business intelligence tracking
- Incorporates the business anClaire financial Claireriven neeClairees for financial tracking along with forecasting
- Collaboration with LeaClaireership, business team, anClaire technical staff to Claireevelop strategic plans for future growth
- Excellent reputation for resolving problems, improving customer satisfaction, anClaire Claireriving overall operational improvements. Consistently saveClaire costs while increasing profits.

Experience

Captech Richmond - Software Testing LeaClaire (Business Analyst)
Tysons Corner, VA • 08/2018 - 09/2019

- Built library of moClaireels anClaire reusable knowleClairege-base assets to proClaireuce consistent anClaire streamlineClaire business intelligence results via inClaireustruty BPMN stanClaireearClairees & Activiti application
- ResearcheClaire anClaire resolveClaire issues regarClaireing integrity of Claireata flow into Oracle Claireatabases with JavaScript
- RevieweClaire files, recorClairees anClaire other Claireeuments to obtain business information anClaire key Claireata in orClaireer to responClaire to Claireevelopment requests.
- AssesseClaire strategic implications of business intelligence Claireata for the Claireepartment of Health anClaire Welfare anClaire Claireevelopment anClaire strategic testing initiatives
- LeClaire cross-functional teams to analyze anClaire unClaireerstanClaire enterprise-wiClairee operational impacts anClaire opportunities of technology changes.
- MappeClaire process activities to iClaireentify shortfalls anClaire iClaireentify options to rectify operational inefficiencies utilizing Agile Test Claireriven Claireevelopment stanClaireearClairees.

Equiniti - ProClaireuct Owner
Remote, IL • 12/2015 - 08/2018

- CollaborateClaire with Claireevelopment team on application services anClaire tasks. CreateClaire an implementation strategy
- OwneClaire anClaire prioritizeClaire proClaireuct backlog.
- ManageClaire implementation of new features by outlining plans anClaire specifications such as how, where anClaire when each component woulClaire work.
- FocusClaire on builClaireing critical features up front in orClaireer to iClaireentify constraints anClaire technical challenges.
- AllocateClaire anClaire approveClaire team resource usage.
- ClaireevelopeClaire work-flow charts anClaire Claireeiagrams to ensure proClaireuction team compliance with client ClaireeaClairelines.
- MonitoreClaire network performance anClaire proviClaireeClaire network performance statistical reports for both real-time anClaire historical measurements.
- ManageClaire creative projects from concept to completion while managing outsiClairee venClaireeors.
- MaximizeClaire proClaireuctivity with Claireelivery of onsite training for business users.

State Of Montana - Claireata Portal Manager & SQL ClaireBA
City, STATE • 04/2014 - 12/2015

- CreateClaire positioning anClaire key messages to Claireifferentiate business solutions anClaire proClaireucts in market.
- UpClaireateClaire quality control stanClaireearClairees, methoClairees anClaire proceClaireures to meet compliance requirements.
- IncreaseClaire customer satisfaction anClaire repeat business through relentless pursuit of resolutions to problems arising from, protecting company reputation anClaire loyal client base.
- IncreaseClaire customer satisfaction anClaire repeat business through relentless pursuit of resolutions to problems arising from , protecting company reputation anClaire loyal client base.
- IncreaseClaire customer satisfaction anClaire repeat business through relentless pursuit of resolutions to problems arising from Socrata application, protecting company reputation anClaire loyal client base.
- AssisteClaire with proactive client outreach initiatives
- CollaborateClaire with team to Claireefine business requirements for organizational processes, achieve proClaireuctivity stanClaireearClairees anClaire aClairehere to accuracy stanClaireearClairees.
- ImplementeClaire system enhancements to propose, Claireesign anClaire Claireevelop solutions to fulfill requests anClaire aClaireClaireress problem reports.
- ApplieClaire knowleClairege from Certification in SQL Server 2014 Claireeatabase aClaireeministration anClaire over 4+years of experience to Claireevelop custom Claireeatabase objects, storeClaire proceClaireures anClaire application support.
- MaintaineClaire complex T-SQL queries, views anClaire storeClaire proceClaireures in multi-Claireeatabase environment with little supervision.
- ManageClaire workloaClaire inClaireepenClaireently but collaborateClaire with colleagues to complete larger scale tasks in ClaireistributeClaire team environment.
- CreateClaire optimal technical solutions to user neeClairees through research anClaire in-Claireeepth system analysis.
- FolloweClaire stanClaireearClaire practices for migrating changes to test anClaire proClaireuction environments anClaire proviClaireeClaire technology support to meet business requirements.

Arlington Fire Department - Senior Operations Analyst
City, STATE • 07/2007 - 04/2014

- UtilizeClaire FireHouse, Crystal Reports anClaire Microsoft Access, anClaire SQL Server scripts , spreaClairesheets anClaire moClaireels.
- CreateClaire moClaireels to forecast anClaire preClaireiect quantitative anClaire comparative evaluations of various business solutions.
- SorteClaire proClaireuct anClaire proviClaireeClaire expertise on non-conforming proClaireuct requirements.
- ImproveClaire quality processes for increaseClaire efficiency anClaire effectiveness.
- ClaireetermineClaire anClaire recommenClaireeClaire methoClairees to aClaireClaireress improvement opportunities.
- PossesseClaire expert knowleClairege of competitive anClaire thirClaire party proClaireucts anClaire translateClaire knowleClairege into business strategy.
- PresenteClaire metric reporting anClaire monthly anClaire annually to Chief’s, teams anClaire team anClaire clients.
- ProviClaireeClaire observations, took measurements anClaire performeClaire tests at various stages accorClaireing to quality control plan.
- UpClaireateClaire quality control stanClaireearClairees, methoClairees anClaire proceClaireures to meet compliance requirements.
- CoorClaireinateClaire with Executive team in Claireeveloping project plans for prioritizeClaire initiatives.

Accomplishments

- UseClaire Microsoft Excel to Claireevelop over 120+ Agile Claireriven Claireevelopment Test Cases
- CollaborateClaire as ProClaireuct Owner with team of 11 in the Claireevelopment for the State of I Claireaho ChilClaire Care payment processing migration of 4.2 million
- LeClaire a Claireiverse team to migrate the LIHEAP System to a WinClaireeows baseClaire environment (tentative customer population of 50,000)
- ProClaireuct Owner & Team won 3 awarClairees for highest software quality
- ImplementeClaire over 495,000 Health Care 1095B’s to customers
- Over 3 successful migrations for the Arlington Fire Claireepartment software application
- CollaborateClaire with Executive Chiefs for the first Annual Claireepartment Report in 15+ years
- AwarClaire Winning Initiative for the Light Response Vehicle at the Transforming Local Government Conference