Jessica Claire

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SUMMARY

- 8+ years of years of strong Project Experience in SQL, Analytics, & Testing. I am a self-motivated and organized professional with experience providing thorough and skillful support on Multiple Domains and also have experience with different Testing Methodologies - Manual, Functional, Non-Functional, Database & Interface Testing
- Experienced in agile framework for product development using SCRUM and Kanban methodology.
- Experienced in system analysis and design, system development, integration, deployment, client interactions and entire software development process.
- UNIX trainer in Cognizant academy.
- Successfully worked on complex projects with global implementation, and rapidly evolving requirements.
- Effective communication skills and record for coordination between globally located teams.
- Define Business Process, identify the risk, doing risk analysis and providing baseline acceptance criteria and deliverables.
- Adept in providing Analytical Support to key business Applications /solutions
- Thorough Understanding of Software Development Life Cycle (SDLC), Involved in various phases like Requirements, Analysis/Design, Development and Testing.
- Acted as liaison between management and development team for Requirements and QA
- Managing reports, analysis and decision-making for a change request.
- Rich experience in translating Business requirements to understandable IT systems requirements and Implementing Procedures across the organization.
- Strong communication, presentation, analytical and problem-solving skills.
- Extensive experience in Test Driven Development (TDD) and using Continuous Integration strategies
- Experienced in using Version One and Jira for managing the epics and stories.
- Excellent communication skills and willingness to learn new tools, concepts and environments.
- Personable consultant eager to apply deep comprehension development and testing. Results-oriented and friendly with over 8 years of experience in presenting products and services to prospects. Talented at analyzing account data and resolving customer issues and escalations while maintaining positive, professional attitude.

SKILLS

LAST USED	Scripting
ITerative software development lifecycle in an Agile environment	Unix Shell scripting
4	Agile, Informatica 9.x, Enterprise, SDLC, Utilities
2018	AIX, Informatica, Oct, Scripting, View
Informatica ETL software development:Testing	Articulate, JavaScript, Operational Data Store, Shell Scripting, VISIO
8	Basic, Leadership, Oracle, Software development, Workflow
2018	Billing, Logic, DB, Specification
SDLC tools (confluence, atlassian, JIRA , Plan View)	Business Objects, Managing, Developer, SQL
4	Client, Market, PL/SQL, SQL Server
2018	Data Warehouse, Excel, Pricing, Strategy
DB: Oracle, SQL server	Database, PowerPoint, Processes, Structured
Methodologies	Databases, MS Project, Programming, System architecture
Scrum, Kanban, Waterfall	ETL, Windows XP, Quality, System design
Server Technologies	FTP, Word, Relational Database, Teradata
UNIX	Functional, Works, Reporting, UNIX
Databases	Gateway, Migration, Requirement, Unix Shell
Oracle 10g/11g, DB2, MySQL, SQL Server	scripting
Tools/Utilities	DB2, MySQL, Research, User interface
Informatica 9.x, 10.x, Business Objects, FTP	Project analysis
Tracking Tool	Reports and documentation
JIRA	Software troubleshooting
Workflow Tool	Analysis
MS Project, Visio, Excel, PowerPoint, Word	Quality assurance

EXPERIENCE

CONSULTANT

10/2015 to 02/2018

Chick-Fil-A | Greenacres, FL

- Location: Richmond The Objective of the e-Watson project is to get the data that is stored in Binary Large Object (BLOB) to an Operational Data Store(Relational Database). Currently the way the PEGA database is structured does not allow reporting against all the fields that Group Health would need.
- Moving the data elements from the BLOB to the Operational data store would facilitate Group Health to Report against fields that are not exposed due to the limitations of the data being stored as a BLOB inside PEGA.
- Defines functional, usability, reliability, and performance and support requirements of a system.
- Provides the link between the technical and business views of the system by ensuring that the technical solutions being developed will satisfy the needs of the business.
- Design and Development of the e-Watson SPA Universe that comprises of all required attributes and measures for the SPA reports.
- Build SQL queries for analysis.
- Acts as liaison with users of the software to address questions/issues.
- Partners with business, architecture and infrastructure, and oversees all service levels to ensure business area satisfaction.
- Coordinates integration activities to ensure successful implementation.
- Identified the complete mappings and performed preproduction migration test to find out the problems.
- Ability to develop and document development team processes.
- Manages all aspects of projects including scope, schedule, resources, quality, costs, change and risk.
- Prepared test cases and test logs for all the migrated mappings and workflows.
- Designed and developed the user interface of the officer level communication module.
- Worked in Agile Environment.
- Environment: Informatica Business Objects , Oracle,Power Center, UNIX , Windows XP Project: ECR Small Group Project Sep 14 – Oct 15 Location: Minnesotta The ECR Small Group client reporting is for small group, across the enterprise, includes multiple packages and online tools for accounts, brokers and consultants.
- Information has varying degree of consistency, availability, and depth.
- This mix of tools, packages and information differences has resulted in the impression the reporting is inconsistent or basic and limited.
- The market perception is that we are lagging behind other carriers in the client reporting arena.
- Additionally, current legacy small group reporting does not align with the needs for the growing ASO Small group client population.
- Build SQL queries for analysis.
- Acts as liaison with Business users and the developer's questions/issues.
- Works with programming staff to ensure requirements will be incorporated into system design and testing Requirement analysis.
- Extensively worked on Informatica Power Center – Designer, Workflow Manager and Workflow Monitor
- Extensively used transformations such as Expression, Filter, Joiner, Lookup, and Aggregator.
- Identifies opportunities for the application of new technologies
- Trains end users on software operation.
- Ability to build and maintain professional relationships with key stakeholders/process owners.
- Handles problem recognition, research and isolation, assignment and follow-up of customer incidents with software suppliers
- Provides the link between the technical and business views of the system by ensuring that the technical solutions being developed will satisfy the needs of the business.
- Defines detail design components with high level architecture blueprints.
- Ability to document both business and additional development processing requirements in a clear and articulate manner.
- Proactively works with stakeholders to identify future system opportunities and enhancements.
- Ensures effective monitoring of systems.
- Ability to provide leadership and technical guidance to the team as needed.
- Organizes and leads projects.
- Document both business and development processing requirements in a clear manner.
- Proactively works with stakeholders to identify future system opportunities and enhancements.
- Preparation of estimates, requirement understanding and technical specification documents for the Reporting Requirements and ETL Mapping.
- Assists with internal and external communication, improving transparency and distributing timely information.
- Defines development strategy, standards and support tools.
- Work with the team on the full scope of applications including data, business logic, front-end presentation and overall system architecture/design for a particular feature or capability.
- Fixing of Defects.
- Preparation & Review of code changes, test procedure, test plans and other deliverables Environment: SQL Server, Informatica, UNIX, Plainview, FTP, Plan View
- Collected and defined customer requirements to produce product scopes.
- Reviewed and optimized work of other team developers, providing feedback and instruction for skill improvement and knowledge transfer.
- Communicated with and gathered feedback from customers about progress updates and worked to resolve specific concerns.
- Worked in team environment to produce high-quality programs and applications for industry.
- Evaluated and adopted technological innovations and development strategies that improved build speed, quality and end-user experience.
- Oversaw deployment, configuration and documentation procedures.
- Oversaw deployment, configuration and documentation procedures for [Software] and [Software].
- Conferred with [Job title]s to understand system business and plan strategies to meet customer demands.
- Led working groups to develop mitigation strategies and prepare standard operating procedures for system operations.
- Coordinated system installations, testing and code corrections.
- Created programs from ground up using measured, market-focused approach.
- Collaborated with users to gather requirements and evaluate ease of use.
- Developed updates to existing software to meet changing customer demands.
- Built code that was robust, accurate and minimized production issues.
- Maximized performance through testing and tuning of applications.
- Monitored equipment functionality to verify optimal performance and adjust system controls.
- Collaborated with product and engineering team members to define and develop new product concepts.
- Modified existing software systems to enhance performance and add new features.
- Completed automation of quality assurance testing of software by developing test cases and scripts.
- Managed development project involving [Number]-person cross-functional team and global population of stakeholders.
- Managed [Type] development project involving [Number]-person cross-functional team and global population of stakeholders.
- Coordinated with engineering teams to assess and optimize hardware and software interfaces.
- Established quality standards and performed work according to project schedules.
- Cooperated with project partners to develop system analysis and new system design based on client specifications.
- Adhered to guidelines and enabled compatibility through effective analysis and troubleshooting.
- Met with stakeholders, contractor product teams and customers throughout system development life cycle.
- Cultivated best practices based on [Type] experience according to up-to-date industry and regulatory expectations.
- Worked with [Job title] to develop call-to-arms for generating funding, support and program development opportunities.
- Reviewed processes for approving applications, generating notes to contribute toward new processes.
- Coordinated with appropriate departmental staff members to assign proper procedures for project implementation and strategic aim.
- Updated all stakeholders on key project milestones on monthly basis.
- Handled any problems or issues during [Type] project implementation.
- Studied [Area of expertise] to develop and implement enhancement recommendations and facilitate [Result].
- Collaborated with [Job title] to establish and enhance procedures for increasing efficiency and labor investment.
- Implemented needs assessment mechanisms to identify demand for products and services.
- Interacted with engineering team and [Type] designers to assist product development and project implementation.
- Provided expert assessments of designs and plans in [Type] industry.
- Assisted [Job title] in realizing renegotiated [Industry] outsourcing contracts to improve cost savings of over $[Amount].
- Oversaw and supervised onsite consultant teams and liaised between team and business executives.
- Reviewed diverse organizational problems to assess concerns with areas such as workflows, communication and cost controls.
- Listened to clients' needs and assisted with identifying and securing appropriate services.
- Compiled and submitted reports to leadership on programs, performance and education initiatives.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Oversaw project schedules and evaluated progress toward important milestones at every phase of project.
- Broadened [Type] improvement initiatives, troubleshooting problems and recommending corrective actions.
- Recorded and reported job-related activities, findings, discrepancies and decisions.
- Performed researched analysis to ascertain detailed client need.
- Analyzed cost and expense to measure against original budget, providing adjustments to reinforce fiscal alignment.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.
- Laid out consulting services governing orders, activities, schedules and employee performance.
- Furnished custom-tailored advisory services to boost performance, hiring practices and management systems.
- Assembled action item roadmaps to detail initiatives and provide insight into reporting for budgeting and planning specifics.
- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.
- Optimized project development and roll-out through in-depth technical research and analysis of risk-reward scenarios.

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06/2013 to 07/2014

Chick-Fil-A | Corsicana, TX

- Location: Richmond CARS is a Redesign Solution Engineering project.
- Current reports are being generated from D950.
- The system is being phased out and new reports would be generated using WGS data.
- SSB is a new system that consolidates old D950 data converted to WGS format and new WGS data in one place.
- As part of the project we are migrating existing D950 compliance reports to SSB
- Understanding the functionality of the CARS Reporting Project.
- Worked on the Case Management, Enrollments and Unicare reports.
- Involved in managing the onsite-offshore model.
- Worked extensively with mappings using expression, aggregator, filter, lookup and procedures to develop and populate Data Warehouse and Involved in Development and Migration of the Informatica Mappings and the workflows.
- Created sessions and batches to run the mappings and set the session parameters to improve the load performance.
- Developed Mapplet, reusable transformations and creation of shortcuts.
- Involved in the testing of the BO Reports.
- Evaluated new technologies and tools to use for development in close co-ordination with the Project Manager.
- Environment: Informatica, Oracle, SQL server,Teradata, JavaScript, Shell Scripting, PL/SQL.
- Established quality standards and performed work according to project schedules.
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- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.
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12/2009 to 05/2013

Chick-Fil-A | Wilson, NC

- Dental Benefit Providers (DBP) is in the process of implementing the TrizetHo Facets Enterprise managed care package, including HIPAA Gateway and Health web.
- DBP Facets implementation was scheduled in two phases (I & II).The phase II (P2) implementation will cover External Health plans.
- The following are the modules that are going to be implemented in phase II.
- Provider pricing Fee Schedule,Billing &AR and capitation Reports.
- Requirement analysis & Preparation of estimates, requirement understanding and technical specification documents.
- Analyze data summaries performance by writing the SQL Queries.
- Review of code changes, test procedure, test plans and other deliverables.
- Translates project requirements into project objectives and tasks, managing task assignment to project resources and reporting on and managing project scope throughout the lifecycle.
- Maintains active relationships with customers to determine business requirements.
- Quality(E-Tracker) activities like project tracking, metrics & status report preparation and facing audits Environment: Informatica, Core FTP, Windows XP, VISIO, UNIX
- Established quality standards and performed work according to project schedules.
- Cooperated with project partners to develop system analysis and new system design based on client specifications.
- Adhered to guidelines and enabled compatibility through effective analysis and troubleshooting.
- Met with stakeholders, contractor product teams and customers throughout system development life cycle.

EDUCATION AND TRAINING

Bachelor of Engineering

2018

Anna University

ACTIVITIES AND HONORS