

Jessica Claire

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SKILLS

- Methodical and Logical data analysis
- Collaborative Leadership approach to Problem Solving
- Meet deadlines consistently
- Business intelligence
- Analyzing investment opportunities
- Risk assessment
- Budget administration
- Data trending knowledge
- Change management
- Problem-solving
- Functional & Business Requirements
- Strategic planning
- Testing and Conversion Plans

ACCOMPLISHMENTS

- Used Microsoft Excel to develop over 120+ Agile Driven Development Test Cases
- Collaborated as Product Owner with team of 11 in the development for the State of Idaho Child Care payment processing migration of 4.2 million
- Led a diverse team to migrate the LIHEAP System to a Windows based environment (tentative customer population of 50,000)
- Product Owner & Team won 3 awards for highest software quality
- Implemented over 495,000 Health Care 1095B's to customers
- Over 3 successful migrations for the Arlington Fire Department software application
- Collaborated with Executive Chiefs for the first Annual Department Report in 15+ years
- Award Winning Initiative for the Light Response Vehicle at the Transforming Local Government Conference

PROFESSIONAL SUMMARY

- Experienced Hands-on Business Analyst and Project Manager with over 9+years of experience in designing, implementing, and working with multi-facets of business with the goal of improving and creating value.
- Expert in business intelligence tracking
- Incorporates the business and financial driven needs for financial tracking along with forecasting
- Collaboration with Leadership, business team, and technical staff to develop strategic plans for future growth
- Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

EDUCATION

Bachelor of Science | IT Project Management 01/2005
Western Governors University, Salt Lake City, UT

WORK HISTORY

SOFTWARE TESTING LEAD (BUSINESS ANALYST) 08/2018 to 09/2019

Captech Richmond | Raleigh, NC

- Built library of models and reusable knowledge-base assets to produce consistent and streamlined business intelligence results via industruty BPMN standards & Activiti application
- Researched and resolved issues regarding integrity of data flow into Oracle databases with JavaScript
- Reviewed files, records and other documents to obtain business information and key data in order to respond to development requests.
- Assessed strategic implications of business intelligence data for the Department of Health and Welfare and development and strategic testing initiatives
- Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
- Mapped process activities to identify shortfalls and identify options to rectify operational inefficiencies utilizing Agile Test Driven Development standards.

PRODUCT OWNER

12/2015 to 08/2018

Equiniti | Remote, FL

- Collaborated with development team on application services and tasks. Created an implementation strategy
- Owned and prioritized product backlog.
- Managed implementation of new features by outlining plans and specifications such as how, where and when each component would work.
- Focused on building critical features up front in order to identify constraints and technical challenges.
- Allocated and approved team resource usage.
- Developed work-flow charts and diagrams to ensure production team compliance with client deadlines.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
- Managed creative projects from concept to completion while managing outside vendors.
- Maximized productivity with delivery of onsite training for business users.

DATA PORTAL MANAGER & SQL DBA

04/2014 to 12/2015

State Of Montana | City, STATE

- Created positioning and key messages to differentiate business solutions and products in market.
- Updated quality control standards, methods and procedures to meet compliance requirements.
- Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from, protecting company reputation and loyal client base.
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- Increased customer satisfaction and repeat business through relentless pursuit of resolutions to problems arising from Socrata application, protecting company reputation and loyal client base.
- Assisted with proactive client outreach initiatives
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards.
- Implemented system enhancements to propose, design and develop solutions to fulfill requests and address problem reports.
- Applied knowledge from Certification in SQL Server 2014 Database administration and over 4+years of experience to develop custom database objects, stored procedures and application support.
- Maintained complex T-SQL queries, views and stored procedures in multi-database environment with little supervision.
- Managed workload independently but collaborated with colleagues to complete larger scale tasks in distributed team environment.
- Created optimal technical solutions to user needs through research and in-depth system analysis.
- Followed standard practices for migrating changes to test and production environments and provided technology support to meet business requirements.

SENIOR OPERATIONS ANALYST

07/2007 to 04/2014

Arlington Fire Department | City, STATE

- Utilized FireHouse, Crystal Reports and Microsoft Access, and SQL Server scripts , spreadsheets and models.
- Created models to forecast and predict quantitative and comparative evaluations of various business solutions.
- Sorted product and provided expertise on non-conforming product requirements.
- Improved quality processes for increased efficiency and effectiveness.
- Determined and recommended methods to address improvement opportunities.
- Possessed expert knowledge of competitive and third party products and translated knowledge into business strategy.
- Presented metric reporting and monthly and annually to Chief's, teams and team and clients.
- Provided observations, took measurements and performed tests at various stages according to quality control plan.
- Updated quality control standards, methods and procedures to meet compliance requirements.
- Coordinated with Executive team in developing project plans for prioritized initiatives.

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO)