

JASON PRATT

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Lead Application & Software Analyst

Enterprise Solution Development – Designed enterprise-wide system solutions for 11+ healthcare insurance systems, hitting smooth operations in 1 month of upgrades and achieving consistent failure-free operations. Catalyzed interdepartmental collaboration, producing complex workflows supported by extensive business impact analysis to meet current and future operating goals.

Configuration & Testing – Analyzed available data and improved tracking to identify system-wide and hardware failures. Created testing scenarios to troubleshoot new hardware and software, workflows, and special cases. Routinely completed updates ahead of schedule.

Training & Documentation – Trained new hires and managers in technical problem-solving, processes, and system configuration. Developed efficient, customer-oriented teams. Drafted documentation for numerous technology systems and taught end users to leverage technology.

Root Cause Analysis



Solution Development



Smooth Operations

PROFESSIONAL EXPERIENCE

Catholic Health Initiatives / QualChoice Health

Jul 2014–Jun 2019

Application Support Analyst | Jan 2017–Jun 2019

Oversaw all system performance for 11 healthcare insurance systems including claims processing, enrollment processing, and billing. Troubleshot and supported other systems across multiple locations and 14 departments.

Led cross-functional teams of 20–25 in complex analysis and solution development projects. Recognized as go-to guy for software, application, and internal system failures. Designed testing scenarios, evaluated system upgrades, and improved workflow.

- **Achieved smooth operations within 1 month**—a feat previously unrealized—by reconfiguring enrollment system after quarterly updates, notifying vendor of issues prior to other users.
 - **Initiated unit testing** to preemptively find system failures.
- **Realized fully operating main system**—deemed incompatible with other systems—a first in organization's history, creating 6 months of seamless function by defining/implementing new system specifications.
- **Responded within 15–30 minutes** to system breaks/failures and resolved issues. Trained end users to leverage feature request system.
- **Eased user experience** by creating fixes and workarounds that enabled billing to operate unhindered and meet business objectives.
 - **Instituted automated testing** and weekly system refreshes that enabled situational testing and revision of changed workflows.
 - **Reduced billing errors dramatically**, especially related to late claim submissions, and provided preemptive impact analysis.

Help Desk Support | Jul 2014–Jan 2017

Hired to support imaging process development, delivering on goal. Collaborated with vendors to learn systems and to resolve functionality issues. Configured software, fixed application breaks, and crafted documentation on system use.

- **Trained 5 new employees**, mentoring on system administration, problem identification, customer service, and solution best practices.

OPERATIONAL EXPERTISE

System Configuration
Test Scenarios
Data Analysis
Project Management
Troubleshooting
Application Operations
Vendor Management
Software Solutions
Training & Mentorship
Documentation
Solution Design
Business Analysis
HIPAA Compliance
Agile/Scrum

TECHNICAL EXPERTISE

QNXT/EAM
Trizetto/Cognizant
Pega
Active Directory
Cisco Unified
CM/UCCX/UIC
Cisco AnyConnect VPN
SQL

Help Desk Support, continued

- **Improved trackable data** by encouraging healthcare employees to report issues via ticketing system rather than word of mouth.
- **Realized satisfactory completion of yearlong workflow design**, effectively communicating user needs to engineering team and complex design restrictions to personnel.
- **Built intricate workflow application** that ran flawlessly from rollout.
- **Added 2 departments to ticketing system**, creating separate portals to allow autonomous tracking while improving data accuracy, availability, and collection.

Starbucks

Mar 2013–Mar 2014

Help Desk Analyst

Achieved positive ratings across all metrics while communicating complex solutions to nontechnical professionals. Supplied fixes for computers, networks, cameras, music systems, POS systems, and drive-through technologies. Analyzed available data remotely and rapidly resolved or escalated issues. Delivered patient technical support to frustrated professionals.

State Farm Insurance

Nov 2012–Feb 2013

Field Installation Technician

Installed hardware and software solutions, configuring upgrades with existing systems and equipment. Adopted procedures quickly and followed precise instructions to eliminate error potential.

- **Cut installation time more than 65%** through precision and quality work.

US Army

Aug 2004–Dec 2008

Information Systems Operations Analyst

Delivered IT support for lowest-level employees through executive-level managers. Took on seemingly unsolvable problems, conducted independent research, and designed solutions. Documented system specifications and fix procedures. Provided break fixes, system administration, and directory solutions during deployment to war zone in Iraq.

- **Collaborated to design and implement automated imaging system** that initiated imaging when new devices connect to network, a system operating unaltered today.
- **Earned 3 special assignments** due to technical expertise, traveling to Japan, Korea, and Thailand to set up teams' network for participation in industry seminar.
- **Achieved 4 commendations** for identifying large-scale issues.
- **Trained new managers** in operations and technical problem resolution.

EDUCATION

Information Systems Coursework | University of Seattle

CERTIFICATION

Microsoft Certified Professional