**JARED HENRY**

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**PROFESSIONAL SUMMARY**

Supervisor and Military Veteran with 10 years of professional experience, business acumen, implementing company procedures, and demonstrated ability to communicate with multiple levels of management and culturally diverse audiences. Led teams of up to 16 personnel, analyzed business processes, and identified key issues, gaps, and needs in support of meeting critical outcomes in dynamic, fast-paced environments. Implemented risk management measures to safeguard $100K+ in organizational assets. Adept at operational analysis, managing competing priorities, financial operations, and customer service. Career supported by current enrollment for a Information Systems (Computing) degree with over 90 credit hours. Experience working collaboratively on GitHub with peers to accomplish large database and program integrations.

* Oral | Written Communication
* Time Management
* C Programming Experience
* Java Programming Experience
* SQL Developer & SQL Data Modeler
* Professional Customer Interactions
* Sales experience
* Cross-Functional Leadership
* Goal-oriented
* Strong work ethic

**PROFESSIONAL EXPERIENCE**

**Sr. Analyst – System Design, Aetna 03/2022 to Current**

As the Sr. Analyst for the Medicare Care Management Engagement Hub, I am responsible for the Design of a Salesforce Application used by over 150 member facing staff, leaders, and independent support staff. Additionally, I serve as the first point of contact for all Salesforce application related issues. As the System Design analyst for my department, I work closely with AGILE Train partners, Scrum Teams, and business segments to ensure the Salesforce application provides exceptional user experience and reporting capabilities that allow executive leaders to track progress and make decisions.

**Design Accomplishments:**

* Object routing through Butcher and Sutter adapters in the Salesforce Application
* System automation for case and task auto completion
* Supported maintenance and design of 8 program user guided call flows
* Design and implementation of Salesforce Home screen for user call metrics

**Associate Manager – Information and Referrals, Aetna 01/2020 to 03/2022**

As the Associate Manager of Information and Referrals, I am responsible for the supervision, performance, and retention of 16 Information and Referral Specialist and 3 tasking coordinators. In addition to supervision, I am accountable for member/provider satisfaction, retention, and growth by efficiently delivering competitive services to all customers.

**Resource Advocate, Aetna 08/2019 to 01/2020**

As a Resource Advocate I serve as the first point of contact for many Aetna members qualifying for and needing Care Management services. Daily, handle inbound and outbound calls which include the responsibilities of enrolling Aetna members in Corporate Care Management programs, appropriately assessing member’s needs and connecting them to resources to help, while also serving as air traffic control for Corporate Care Management programs.

**Florida Army National Guard – Jacksonville, FL 08/2013 to Current**

**91C/ Utilities Equipment Repairer**, Squad Leader

Monitored all accountable equipment and sustained a precise accounting and reporting system. Supervised eleven 91C soldiers and all utility equipment for repairs. Additionally, I have facilitated cross-training on other military occupations for all 91C and myself.

• Called to duty for repairs of HVAC equipment as well as various other military equipment. In 2016 I was called into active duty to learn the duties and responsibilities of a Door gunner on a CH-47 to fulfil my battalion’s mission overseas.

• Monitored all accountable equipment and sustained a precise accounting and reporting system

• $30K of mission critical equipment less than 1% inaccuracy factor with no discrepancies.

• Managed cargo weights and loading radio frequencies on and aircraft.

**Key Accomplishments – Information Systems Degree**

* 3.5 GPA
* Proficient with Data Structures (Java) and Algorithms
* Oracle - SQL Developer and SQL Data Modeler