Jacob Silverberg

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Skills

Languages: HTML, CSS, Python, JavaScript, Swift, C, C#, SQL, R
Frameworks: React, Tailwind, Node.js, Flask, SwiftUI
Developer Tools: Git, VS Code, Visual Studio, PyCharm, Unity

Experience

Contractor - Business Analyst, Ortho Rhode Island – Warwick, RI   Oct. 2020 – Apr. 2022
- Provided comprehensive training for incoming Business Analyst, ensuring a seamless transition and rapid integration.
- Developed high-complexity ad hoc reports for the Billing Manager during a transitional period, facilitating timely decision-making and process optimization.
- Managed Tableau dashboard presenting Key Performance Indicators (KPIs) to the Board of Directors.

Business Analyst, Ortho Rhode Island – Warwick, RI   May 2018 – Oct. 2020
- Developed and managed over 7 sets of Key Performance Indicators (KPIs) for clinical, front office and business operations, leading to improvement in overall operational efficiency.
- Created and maintained Tableau dashboard visualizing critical clinical and operational data, enabling quick data retrieval for decision-makers.
- Collaborated with 14 physician shareholders and Board of Directors to assess and address business requirements.
- Analyzed and interpreted, financial and operational data, contributing to an average 11% annual revenue growth.
- Provided essential analytical support during contract negotiations with insurance carriers, resulting in a 7% increase in surgical reimbursement rates.
- Generated dynamic ad hoc reports to enhance data-driven insights and operational efficiency.

Aftermarket Contracts Co-op, United Technologies – Windsor Locks, CT   Jun. 2014 – Dec. 2014
- Successfully developed and implemented a SharePoint site that facilitated the storage and sharing of contracts and reference materials, leading to an award for extraordinary contribution to an important team project.
- Provided training to 7 team members on SharePoint usage and best practices.
- Compiled and maintained accounts receivable spreadsheet ensuring the successful achievement of quarterly goals.
- Evaluated and processed government contracts yielding over $1 million in revenue, ensuring accurate and timely transactions.
- Led initiatives to create and update process instructions for team-wide analysis tools.
- Created and regularly updated status reports, effectively briefing management on key team activities.

Student Assistant to Systems Administrator, Client Technologies – Buffalo, NY   Mar. 2009 – May 2012
- Provided hardware and software support for 300+ staff members working in university departments.
- Managed and fulfilled work orders in coordination with other student assistants and supervisors while communicating with technical and non-technical customers on a daily basis.
- Assessed client equipment and software needs to create a timeline of upgrades that aligned to the University budget process.
- Scanned machines and pushed out necessary software and security patches to minimize network attacks.

Education

Oregon State University – Bachelor of Science in Computer Science   Mar. 2021 – Aug. 2022
Northeastern University – Master of Business Administration   Aug. 2013 – May 2016

Additional Education

Web Development – theodinproject.com   May 2023 – Present