Jevaughn Newman
Business Intelligence Analyst

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Summary

Business Intelligence Analyst with 5+ years in insurance claims, utilizing SQL, Power BI, and dimensional modelling to build KPIs and automate reporting. Specialized in translating complex regulatory requirements and operational data into clear metrics, dashboards, and executive-ready insights that drive data-informed decisions.

Skills /Certifications

- Power BI | DAX | Power Query | Microsoft SQL Server (T-SQL) | Microsoft Azure SQL Databases | Excel | Python (Pandas, NumPy)
- Microsoft: Power BI Data Analyst Associate (PL-300) | Snowflake | Tableau Desktop | Salesforce CRM | Guidewire ClaimsCenter | Git

Professional Experience

Senior Claims Adjuster   **Intact Financial Corporation**   *Ottawa, ON, Canada*   **06/2022 - Present**

- Manage a portfolio of **100+ active** Accident Benefit (AB) claims, analyzing medical and clinical data to determine treatment approvals, assessments, and settlements under SABS, ensuring regulatory compliance and minimizing financial leakage.
- Analyzed trends across **300+ claims**, identifying patterns in injury types and claimant demographics that informed departmental reporting that guided pricing strategies for high-risk segments.
- Attained an **85% Health Rely score** (regional target: 45%) through proactive coordination with clinics and medical assessors, ensuring claimant care consistency and cost-efficient treatment pathways.
- Led cross-functional coordination with Legal, Accounting, and Management to standardize benefit tracking, achieving a **15% reduction** in open file durations while maintaining settlement quality and compliance standards.

Claims Representative II   *Ottawa, ON, Canada*   **09/2020 - 06/2022**

- Processed and analyzed **100+ treatment plans,** police reports, and clinical records with **98% accuracy**, strengthening data integrity for downstream reporting and audits.
- Partnered with Claims Operations and Analytics teams to design success metrics and measurement frameworks for initiatives such as the Priority Leakage Project, quantifying a **10% cost reduction** through workflow improvements.
- Mentored and trained **5+ new hires** on claims assessment workflows and system navigation, improving onboarding efficiency.

Claims Representative I   *Ottawa, ON, Canada*   **01/2020 - 08/2020**

- Maintained strict adherence to **PIPEDA regulations** when handling sensitive claimant data, applying encryption and controlled access protocols to ensure secure information sharing and compliance within regulated workflows.
- Automated data collection for **50+ routine claims**, cutting **processing time by 15%** and improving data accessibility for internal audits.

Projects

E-Commerce Sales Analysis   **Target Brazil**   **Executive Summary (GitHub)**

- Pinpointed underperforming product categories and high-priority sales gaps using **SQL** and interactive **Tableau** dashboards, which enable executives to reallocate market budgets and improve growth visibility by **20% YoY**.
- Engineered a streamlined ETL process to consolidate fragmented **Excel** sales data into a **MySQL** relational database, cutting manual reporting time by 45% and accelerating decision cycles for pricing and promotion strategies.

Insurance Claims Analysis   **East Coast Insurance**   **Executive Summary (GitHub)**

- Engineered a star-schema data model in **Microsoft SQL Server** to unify 1,000+ scattered claim records, streamlining end-to-end reporting cycles by 40% and improving analytic query performance.
- Designed and deployed an interactive **Power BI dashboard** leveraging **DAX** and **Power Query** for automated trend and demographic insights, cutting senior leader manual reporting effort by 25% and providing real-time visibility into claim outcomes.
- Conducted **SQL trend analysis** to investigate an unexpected spike in major-accident claims among a specific driver demographic, which informed risk modelling adjustment projected to mitigate future losses **by up to 12%**.

Education

Bachelor of Arts   **Carleton University**   *Ottawa, ON, Canada*

- Major in Economics with a Minor in Statistics