LAGERNIA M. BEVERLY

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Summary Of Qualifications

Professional with 10+ years of expertise in data analytics, reporting, and statistical techniques, transitioning into cybersecurity. Experienced in asset lifecycle management, network-web services, and data governance across hybrid environments. Accomplished in designing dashboards to identify equity gaps and cost-saving opportunities, adhering to privacy standards. Proficient in translating business requirements into scalable solutions, streamlining workflows, and enhancing system functionalities to drive compliance and strategic goals.

Skills

- **Software:** MS 365, MS Project, Packet Tracer, Wireshark, Cisco IOS, Cognos, Crystal Reports, R, SQL, Adobe Forms, Jira, ServiceNow, and SharePoint.
- **Networking:** Skilled in configuring LAN and WAN (all 802.11) Network Routers and Switches, providing Firewall configuration, and monitoring network activity.
- **Relational Databases**: Skilled in querying relational databases and utilizing SQL and SSIS.
- **Risk Adjustment in Healthcare**: Adept in analyzing population health data, ensuring accurate risk scores, identifying coding gaps, and supporting risk-based payment models.
- **Audit, Quality & Compliance Reporting**: Knowledgeable in NCQA, HEDIS, HIPAA, ACA, and ADA standards.
- **Certifications**: FinOps Certified, JIRA (Atlassian).

Experience

Business System Analyst/ Data Analyst   Oct 2023 to July 2024
Executive Office of Health and Human Services (EOHHS)   Quincy, MA

- Contributed to asset lifecycle management, network-web services, and data governance, ensuring compliance and performance across hybrid (cloud/on-prem) environments.
- Improved operational efficiency by leveraging expertise in data flows, data warehousing, ETL processes, and DocuSign-based automation to enhance efficiency and reduce manual work.
- Enhanced application reliability and streamlined operations through data integration and strategic project management initiatives aimed at improving collaboration across cross-functional teams. Utilized ServiceNow-driven project management to optimize IT service delivery, workflow automation, and infrastructure operations in on-premises data centers.
- Created Power BI dashboards to visualize metrics and cost data, enabling stakeholders to make data-driven decisions, optimize resource utilization, and reduce unnecessary cloud compute, storage, and data transfer costs.
- Stayed current on technology trends, identifying enabling technologies based on customer requirements, and recommended improvements to existing processes.

Business Systems Analyst/ Data Analyst   Mar 2018 to May 2023
Beacon Health Options (*now Elevance Health*)   Boston, MA

- Collaborated with cross-functional stakeholders to gather and document 100% of technical and business requirements, delivering scalable solutions that aligned with strategic goals.
- Partnered with teams to define KPIs and delivered 95% of customized reporting solutions tailored to organizational objectives.
- Collected, cleaned, and analyzed large datasets to uncover trends and insights that inform business decisions.
- Monitored and enhanced data quality, identifying opportunities for enrichment to improve reporting accuracy.
- Optimized database operations using SQL, including performance tuning of SQL queries and ETL jobs, reducing data processing time by 30% and improving system reliability.
- Designed data mapping and migration processes to integrate source and target schemas across platforms.
- Developed and maintained dashboards, reports, and visualizations to track KPIs and effectively communicate insights to stakeholders.

- Assisted in the creation of use-cases for UAT, ensuring high-quality deployment of updates and new features.
- Supported Application Operations initiatives by developing comprehensive work plans, estimates, and timelines to drive project success and meet stakeholder expectations.

Business System Analyst   **Apr 2008 to Feb 2018**
Massachusetts Behavioral Health Partnership (*now Carelon Behavioral Health*)   Boston, MA

- Led an enterprise-wide data-driven project to optimize and automate 80% of ad-hoc Excel reports, using JAD sessions to gather requirements across multiple stakeholders and develop automated reporting and secure file transfer systems.
- Conducted audits and compliance reporting, ensuring adherence to NCQA, HEDIS, HIPAA, and ACA standards, achieving a 100% accuracy rate in quality and compliance documentation.
- Experienced in data modeling, ETL development, and creating insightful reports and dashboards with expertise spanning all phases of the Software Development Lifecycle (SDLC), including planning, gathering requirements, SQL querying, testing, implementation, and post-production support.
- Collaborated with cross-functional stakeholders to document system process flows, data models, business cases, use cases, business requirements, and analyses (e.g., gap, impact, feasibility, change management, root cause) to support system design and maintain version control.
- Conducted Quality Assurance testing for financial reports and data cubes to ensure accuracy, completeness, and compliance, using Rational Quality Manager and ADA standards where applicable.
- Analyzed and integrated complex data sets from various behavioral and substance abuse reports (e.g., HEDIS, NCQA accreditation, audits) to support value-based care metrics, contract management, and provider alignment. Designed Cognos cubes and created cost, utilization, discharge, and length-of-stay reports to track trends, identify outliers, and assist the Child Behavioral Health Initiative (CBHI) in performance assessment.
- Partnered with the analytics team to develop a self-service BI portal, enabling end-users to access real-time finance data and create visualizations, reducing IT dependence for routine and ad-hoc queries.

Education

Master of Public Health: **Informatics and Sexual, Reproductive Health**   **December 2026**
Milken Institute School of Public Health, the George Washington University   Washington, DC
Bachelor of Science: Pine Manor College (*now Boston College)*   **June 2025**
Biology   Cambridge, MA