

## SENIOR ANALYST DATA QUALITY & GOVERNANCE

### Professional Background

Analyst versed in data analysis and reporting, user acceptance testing, as well as solving complex problems in high-pressure environments. Excels at cultivating, managing, and leveraging relationships

### Skill Highlights

- Microsoft Access, Microsoft Excel, SAS, SQL Server Manager, Cognos, Crystal Reports
- Business Objects, SQL, Tableau Server and Desktop, Project Management, Data Analysis

### Professional Experience

Senior Analyst Data Quality & Governance 04/2018 to Current Company Name City , State

- Create policies and procedures for actuarial and analytics group
- Monitor adherence to policies with scheduled reviews
- Conduct training on quality and governance policies
- Lead analyst for HIPAA compliance
- Create and analyze validation reports for health plan data
- Lead discussions regarding data issues identified

Healthcare Data Analyst 04/2012 to Current Company Name City , State

- Experience with process analysis and other analytic functions
- Ability to interact effectively with different business units, team members, and external client at all levels
- Creates ad hoc data analyses and reports as needed Prepares monthly, quarterly, and annual reports of established clinical, utilization, and financial metrics for all Health Ministries and SmartHealth
- Proficient in computer and analytic tools such as SAS, SQL, and MS Office (excel and access)
- Performs medical and prescription drug claims analysis necessary to understand relative unit pricing across provider networks, and to inform decisions about provider fee schedules.
- Generates eligibility, medical, and pharmacy claims data needed for each Health Ministry to support budgeting, rate development, and manage the reinsurance program.

Business Analyst 03/2008 to 05/2012 Company Name City , State

- Responsible for identifying processes to streamline and assist with various projects
- Created and maintained access databases for departmental use
- Identified system issues and coordinated with vendor for resolution
- Involved in project planning and testing system enhancements
- Defined business requirements for various projects
- Created adhoc reports as needed
- Created audit process for all securities applications
- Created reports for SEC and FINRA audits.

Finance Analyst 06/2005 to 05/2008 Company Name City , State

- Backup to department manager
- Created and maintained managerial reporting daily, monthly, quarterly and yearly
- Created work schedule for department on weekly basis
- Created and distributed department stats and analysis to upper management monthly
- Primary contact for electronic invoicing candidates
- Created multiple databases for interdepartmental need.

Trust Analyst 02/2003 to 03/2005 Company Name City , State

- Responsible for daily operations of 401(k) accounts for retirement services clients.
- Balanced 401(k) accounts on a weekly, monthly, quarterly, and yearly basis.

- Researched and resolved out of balance situations quickly.

Conversion Analyst 02/2002 to 02/2003 Company Name City , State

- Responsible for managing incoming and outgoing account conversions, daily DTCC reconciliation troubleshooting, and problem-solving.
- Revised an existing Microsoft Access program for incoming assets for accuracy
- Created a new reporting process in Access to identify asset balance discrepancies
- Resolved daily out of balance situations with various depository institutions

Registration Analyst 02/2000 to 02/2002 Company Name City , State

- Responsible for re-registration of physical assets for trust customers
- Streamlined processes by automating applications for quicker processing and problem resolution
- Solved re-registration issues through brainstorming and troubleshooting
- Created a Microsoft Access program to track pending registration issues and generate reports
- Collaborated with company legal counsel for asset restriction removal
- Authored and updated procedures for registration process.

Education and Training

Masters of Business Information Technology : Project Management 2007 Walsh College City , State Project Management

Bachelor : Business Administration 1996 Rochester College City , State Business Administration  
Certifications

Certificate in Health Care Informatics

Affiliations

Volunteer weekly in local elementary school in reading development

Lead business meetings on a weekly basis

Volunteer in children's church on a weekly basis

Taught Sunday school classes

Skills

Streamline Processes, Business Objects, Cognos, Crystal Reports, Customer Service, Data Analysis, Databases, Financial Invoicing, Managing, Microsoft Access, Microsoft Excel, Microsoft Office, Problem-Solving, Problem Resolution, Process Analysis, Project Management, Project Planning, User Acceptance Testing, Reporting, SAS, Securities Reporting, SQL, Troubleshooting, Annual reports, Tableau Server, Tableau Desktop