

Business Analyst/ Project Manager Business Analyst/Project Manager Business Analyst/ Project Manager Irvine, CA Hello, I am actively looking for analyst positions in the Orange County area.

Kind regards, Authorized to work in the US for any employer Work Experience Business Analyst/ Project Manager First American Mortgage Solutions - Santa Ana, CA June 2016 to Present Elicit, vet, and document business requirements from hundreds of end users, groups, and project stakeholders for business and reporting updates Manage 5+ revenue increasing large scale projects Write ad-hoc reports to upper-management to tell a story about trends and data to ensure the best decisions are made Knowledgeable and Subject Matter Expert to multiple company systems and databases Provide excellent customer service and build a working relationship with clients, as well as other internal and external stakeholders IT Business Analyst UnitedHealth Group: Medical Support Los Angeles (MSLA) - Cypress, CA September 2017 to March 2018 Elicit, vet, and document business requirements from thousands of end users, groups, and project stakeholders for software and reporting updates Develop competent knowledge of 10+ company systems, thus becoming a Subject Matter Expert Manage backlog of 20+ items by organizing business requirements, creating mockup designs, and translating requirements into technical specifications for software development in VersionOne Facilitate user acceptance testing for new system functionality before it is implemented to ensure it meets business and user requirements Write queries and analyze data from SQL/Access database with Federal, State, and Customer data

Initiate weekly reports within the Access database to forecast the key performance indicator (KPI) baseline and present to upper management Train and transition 5 new team members by providing guidance based on prior experience Project Coordinator UnitedHealth Group: Optum - Cypress, CA August 2016 to August 2017 Evaluated medical charts and facility websites to process Protected Health Information (PHI) Collected over 40,000 clarification documents for patient medical charts Performed work inside the Access Database to provide Quality Assurance with PHI to be delivered to health care facilities to attest to a patient's medical records on specified dates Engaged in a customer-facing role within a revenue generating team Surpassed the targeted revenue goal of \$7 million from the collection of provider queries Possessed a strong

attention to detail when handling PHI in compliance with HIPAA Inspected and reviewed health diagnosis code entries (ICD9/ICD10) for duplicate files within our Integrated Remediation Management Application (IRMA) Barista Espresso Yourself Coffee Cart - Irvine, CA September 2014 to June 2016 Delivered excellent customer service to increase customer retention and satisfaction Organized and analyzed revenue generated each week using Excel and showcased results to manager Trained 7+ employees about workplace ethics and job responsibilities, thus building a community of trust amongst coworkers Education Bachelor of Arts in Public Health Policy in Public Health Policy University of California - Irvine, CA June 2016 Skills customer service (1 year), Detail-Oriented (5 years), Goal-Oriented (5 years), RECEPTIONIST (1 year), RETAIL SALES (2 years), SQL (1 year), Music Production (4 years), Excel (4 years), Word (5 years) Additional Information System Experience: Microsoft Office, Visio, SQL, VersionOne, SharePoint, Tableau, Access, Case Management Systems (CMS), Ticketing Systems, Digital Audio Workstations/Ableton

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