**CELIA FLIESS**

Bear River, Nova Scotia | (902)376-2081 | cfliess@rogers.com

**PROFFESIONAL SUMMARY**

Customer focused and results oriented business analyst with over 10 years' experience. Adept at automating routine tasks to save time and maximize productivity. Self-motivated, resourceful and reliable with a talent for system integration and process improvement. Able to learn new tasks and applications quickly.

**SKILLS**

* Proficient in Microsoft Word, Excel, Access, PowerPoint, Outlook, SQL and VBA
* Advanced skills in Excel including pivot tables, VLOOKUP, forms, graphs, charts, macros and queries
* Experienced with Photoshop, HTML, CSS, JavaScript and Salesforce
* Exceptional analytical, troubleshooting and communication skills (oral and written)
* Experienced with data manipulation and analysis, business analysis, copywriting, and technical support

**EDUCATION**

Bachelor of Commerce with a concentration in Information Systems - McGill University

Webmaster Certificate - Seneca College

**WORK HISTORY**

**BUSINESS ANALYST** **• CANADA PROTECTION PLAN**

OCTOBER 2011 TO OCTOBER 2019

* Wrote VBA macros for Excel, Access and Outlook to extract, consolidate and manipulate data
* Automated reporting for upper management and for various departments including Sales, Marketing, Call Centre, Broker Services, Customer Service, New Business, Accounting, and Commissions
* Produced reports and ran ad hoc queries to measure sales, call volumes, web traffic, death claims, recapture rates, commissions, and agent debt
* Developed apps to measure performance for the Call Centre, Verification and Policy Issue departments
* Developed apps to generate policy documents and billing correspondence

**FREELANCE WEB DESIGNER**

JANUARY 2007 TO OCTOBER 2011

* Designed, built, tested and maintained standards compliant, browser compatible websites for a wide range of clients
* Implemented content management systems, interactive forms, blogs, an online registration system, a job board, video presentations, catalogues and other applications
* Coordinated with contractors, programmers and graphic artists on larger projects
* Wrote, edited and produced web content, sales brochures and other advertising material

**ANALYST • MUNICH REINSURANCE**MARCH 2004 TO JUNE 2006

* Hired on contract to assist in the development and implementation of new admin system
* Prepared specifications, developed and executed test plans, and worked with programmers to resolve coding errors and data discrepancies for admin and billing systems
* Provided Access query support and training to other team members
* Developed a database application in Access and reports in Excel to assist in premium validation

**GROUP UNDERWRITING CONSULTANT** **• CANADA LIFE**

AUGUST 2002 TO FEBRUARY 2004

* Reviewed specifications, prepared quotations and evaluated risk to determine initial rates and plan design
* Conducted basic underwriting analysis to establish renewal rates and negotiated renewals
* Reviewed claims levels and made recommendations on plan design amendments
* Provided regular and ad hoc reports for sales reps and management

**GROUP PRICING ANALYST • CANADA LIFE**

AUGUST 2001 TO AUGUST 2002

* Performed research and analysis to support business operations (e.g. LTD experience review)
* Ran ad hoc SQL queries and prepared reports to provide input to pricing decisions
* Represented the Pricing Department on cross-functional team to develop ongoing policies and procedures for managing the small group block
* Participated in an ongoing review of the implications of new government legislation
* Assisted with development of pricing algorithms and testing procedures for new rating engine

**ADMINISTRATIVE AND BUSINESS ANALYST • SECONLOGIC INC.**

MAY 2000 TO JULY 2001

* Assisted with the setup of pension and group insurance websites
* Worked with clients to edit content and customize appearance of sites
* Generated spreadsheets to test flexible benefits enrolment wizards
* Created and validated Access databases using employee data files submitted by clients
* Verified custom output produced for clients, including premium reports and pension statements
* Involved in project management and day-to-day administration of company

**ACTUARIAL ANALYST • MUNICH REINSURANCE**

AUGUST 1990 TO APRIL 2000

* Performed actuarial calculations for individual life reinsurance pricing
* Prepared treaty proposals and facultative quotations
* Tracked market trends and prepared reports to present to clients and for internal use
* Procured data necessary to price new and unusual benefits
* Programmed data base applications in Access and participated in periodic overhaul of procedures