

PROFESSIONAL EXPERIENCE

JANUARY 2019 – PRESENT

CONFIGURATION ENGINEER, LEGAL TECHNOLOGY

LIBERTY MUTUAL INSURANCE, DOVER, NH

DECEMBER 2016 – JANUARY 2019

BUSINESS SYSTEMS ANALYST II, LEGAL KNOWLEDGE MANAGEMENT

LIBERTY MUTUAL INSURANCE, BOSTON, MA

- Plan, test, and deliver software improvements with IT
- Drive expansion of software adoption by effectively collaborating with internal customers
- Power BI Dashboards: calculate measures and manipulate data queries to enable informed decisions
- Build VBA macros to automate repetitive business processes
- Communicate with stakeholders to create ad hoc SQL database queries; reports leveraged to achieve business objectives
- Mentor associate analysts, train on systems and processes, onboard and lead
- HTML and CSS source editing, SharePoint 2013
- Visio process mapping to help organize project management and workflows

JUNE 2014 – DECEMBER 2016

BUSINESS SYSTEMS ANALYST I, LEGAL SYSTEMS SUPPORT

LIBERTY MUTUAL INSURANCE, BOSTON, MA

- Advocate an idea through execution, automating legal help desk intake and triage
- Establish system and process solutions between Claims, Legal, and IT
- Acquire and master moderately complex skills from senior analysts
- Find ways to simplify overly complex processes and garner support for change
- Grasp and liaison convoluted mainframe and web-app process-flows between Claims and Legal groups
- Continuously update help desk knowledge base, communicating with various IT support groups

APRIL 2011 – JUNE 2014

INSURANCE RATER, CONSUMER MARKETS

LIBERTY MUTUAL INSURANCE, DOVER, NH

- Quickly learn how to calculate rates in multiple U.S. Consumer product applications: manual, mainframe, and web
- Built rate automation tool with VLOOKUP (2014); still used in production (2018)

EDUCATION

CHARTERED PROPERTY CASUALTY UNDERWRITERS (CPCU), 2017

BACHELOR DEGREE IN ENGLISH, 2009

UNIVERSITY OF MAINE, ORONO