# JESSICA CLAIRE

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## SKILLS

- Workflow Analysis
- Web-based reporting tools
- Business planning
- Data Mapping
- Relationship development
- Team management
- Project organization
- Problem resolution
- Process improvement
- Business Intelligence Tools
- SQL Server Integration Services (SSIS)
- Dashboard Development
- Model Data
- Data and Analytics
- Design Development
- Conceptual Design

## EDUCATION

**The University of Texas At Arlington**
Arlington, TX • 06/2004
*Master of Engineering*

**Darward University**
Karnataka, India • 06/2000
*Bachelor of Engineering*:
Engineering

## CERTIFICATIONS

- PowerBi Certified
- Digital Marketing strategy
- Digital Transformation
- SQL Certified
- UCLA Accelerated Management Program(in progress)

## PROFESSIONAL SUMMARY

Motivated and detail-oriented financial management professional with 14+ years of experience managing and overseeing a vast array of duties in healthcare administration. Demonstrated experience in providing oversight of financial management, business intelligence, data visualization, stellar customer service and problem resolution in healthcare settings, while utilizing creative and strategic approaches to reduce financial errors and strengthen revenue. Proven to set priorities, execute direction, and apply vast knowledge of data analytics, project management systems, and software to collaborate with clients, providers, administration, and other stakeholders. Demonstrated success in identifying problematic areas and designing and executing research-driven action plans to meet and/or exceed goals and objectives. CORE STRENGTHS Reporting & Data Analytics | Financial Assessment & Management | Communication | Healthcare Intelligence | Leadership Data Visualization | Detail-Oriented | Clinicals Reporting | Interpersonal Skills | Project Management & Administration Revenue Enhancement | Organization | Documentation | Process Improvements | Efficiency & Accuracy | Data Visualization

## WORK HISTORY

### Fiserv - Sr.Manager of Business Intelligence
*Greenwood Village, CO • 05/2022 - Current*

- Develop and execute multifaceted Business Intelligence strategies, while building integration to/from foreign systems through the expansion of an enterprise data warehouse; develop and disseminate reports to stakeholders.
- Assess and analyze data analytics, in addition to mining data and utilizing meaningful use indicator mapping and integration to accurately and efficiently manage financial systems.
- Responded to specific BI requests from Marketpipeline Tracker department, creating data packets with requested information in easily understandable formats.
- Drafted strategic business intelligence roadmap, complete with data governance policies and tactical information safeguards.
- Integrated BI assets into customer relationship management tasks, improving service personnel's available intelligence.
- Serve as a consultant to C2C Hypertargeter Marketing team to identify and resolve gaps in campaigning ; made recommendations, resulting in 10% increase in productivity and performance.

### PrimeLending - IT Manager
*City, STATE • 06/2018 - 05/2022*

- Led efforts to improve business applications and business technology processes through rigorous data collection and analysis.
- Worked closely with the business to understand problems and proactively implement solutions to solve those problems. Reduce ticket to 40%
- Rigorously maintained and forecasted financial budgets to ensure all technical projects were delivered on-time and on-budget. Worked on Hyperion project which finished saving 3M by completing before deadline.
- Supervised a team of 4 IT analysts and managed relationships with external vendors and advisers
- Fostered a culture of robust documentation of business applications and Data warehouse which improves the on boarding process 50%
- Involved in the customer facing project called Borrower Servicing project where more than 2 M customers could login and do payments before the loan is sold in secondary market

### Hilltop Holdings - Business Intelligence Developer .Sr / ETL Develope
*City, STATE • 08/2015 - 05/2018*

- A results driven software professional with 10+ years of progressively responsible experience in Data Analysis, Design, Implementation,
- Administration and Support of Business Intelligence, OLTP (Batch Processing, Online Processing), OLAP, ETL, Data warehousing, and Data Modeling .
- Documented and analyzed current state business processes and underlying systems to identify and measure potential areas of improvement.
- Worked closely with the business to understand problems and proactively implement solutions to solve those problems
- Designed customized data collection models for specific visualization tasks.
- Liaised with DevOps team to integrate business intelligence assets into future development lifecycles.
- Created product backlogs consisting of Epics, Features, User Stories and Tasks.

### Blue Cross Blue Shield, Richardson, Texas - Business Intelligence Developer / Report Developer
*City, STATE • 05/2014 - 08/2015*

- Monitored and optimized SQL server performance.
- Integrated BI assets into customer relationship management tasks, improving service personnel's available intelligence.
- Improved data gathering, analysis and visualization procedures with strategic optimizations.
- Developed and managed dashboards using PowerBi,Data Studio and SSRS.
- Collected data from wide-ranging sources.
- Planned, designed and implemented diverse business intelligence solutions.