

Keith Heselton Business Analyst | Process Improvement Specialist

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Results-driven Business Analyst with a strong track record in process optimization and lean improvements, including workflow automation for Fortune 500 companies. Expertise in process analysis, workflow documentation, and implementing efficient solutions to streamline operations and eliminate waste. Proficient in leveraging Power Automate and Excel VBA to automate workflows, improving productivity and efficiency. Skilled in data analysis and leading cross-functional initiatives that foster continuous improvement, align with business goals, and drive professional growth in high-performing teams.

Business Analysis | Process Improvement | Project Management | Cross-Functional Collaboration | Workflow Automation (Power Automate, Excel VBA) | Process Mapping & Documentation | Data & Requirements Analysis | Agile Methodology | Team Leadership & Development | Mentoring & Coaching | Executive Communications

Professional Experience

UMass Memorial Health | Worcester, MA

Quality Assurance and Training Specialist | 2022 - Present

- Provide comprehensive system and process-related technical support for over 100 users, troubleshooting multiple software platforms and ensuring operational efficiency across the Financial Clearance team.
- Identify and implement process improvements, including the automation of key workflows such as Time-Off request processing and employee recognition, resulting in streamlined operations and reduced administrative burden.
- Design, maintain, and update complex Decision Trees using advanced Excel formulas, VBA coding, and picture-based cell references to ensure accurate decision-making for caregivers regarding patient insurance requirements, authorizations, and referrals.
- Manage user access setup, security configurations, and ongoing audits for various health insurance websites, ensuring efficient communication with insurance carriers and maintaining compliance with security protocols.
- Resolve front-end caregiver issues, ranging from password resets to identifying and correcting workflow inefficiencies, driving continuous improvements in software utilization and operational processes.
- Lead and execute special projects, from conceptualization to implementation, including the successful design and rollout of an automated Time-Off request system, enhancing productivity and process transparency.

Town of Auburn, Massachusetts | Auburn, MA

DDIS Principal Clerk & Secretary III | 2022

- Managed financial records and performed monthly reconciliations for building, electrical, and plumbing permits using the PeopleGIS system, ensuring accuracy and compliance.
- Reviewed, approved, and processed permits according to regulatory specifications, facilitating smooth operations within the department.
- Coordinated hearings for the Conservation Commission and Zoning Board of Appeals, ensuring adherence to Massachusetts Open Meeting Laws and timely communication with stakeholders.
- Provided responsive administrative support, handling inquiries, and collaborating with internal and external customers to ensure efficient land use processes.

Santander Bank/Securitas Security | Dorchester, MA

Security Fusion Center Intelligence Analyst | 2021 - 2022

- Monitored nationwide operational risks through a threat analysis system, identifying potential disruptions such as security breaches, robberies, protests, and environmental hazards. Proactively activated countermeasures to ensure business continuity and safeguard operations.
- Led process improvements by analyzing and refining the accuracy and efficiency of weekly COVID-19 reports, streamlining internal communication and improving the reliability of data presented to executive leadership.
- Proposed and researched system enhancements, such as integrating external data sources (e.g., police reporting streams) to enable real-time reporting of critical incidents like robberies, increasing the organization's ability to respond swiftly and mitigate threats.
- Conducted in-depth threat analysis by utilizing various search databases, tracking risks to Santander branches, such as peer bank robberies and local security threats, enhancing the safety of branch operations and overall preparedness.

Unum Group | Worcester, MA

Lead Learning Consultant (2019 – 2020) | Learning Consultant (2016 – 2019) | Manager II (2012 – 2016)

- Led cross-functional projects for new product launches, partnering with technical teams and business unit experts to develop operational readiness plans, resulting in seamless transitions and enhanced team performance.
- Designed and implemented comprehensive training programs for 200 employees, translating complex technical concepts into user-friendly materials and improving both technical and soft skills across all levels of the organization.
- Drove process improvements by introducing lean management tools and streamlining operations, including the development of a time management system that optimized departmental budgeting and resource allocation.
- Managed and coached teams of up to 12 employees, focusing on performance improvement and operational efficiency through continuous feedback, mentoring, and development of training strategies.
- Implemented a tracking system for past-due premium collections, which improved financial processes and reduced outstanding balances, contributing to increased operational efficiency and client satisfaction.

Paychex, Inc. | Rocky Hill, CT

Client Service Supervisor (2007 – 2012) | Major Market Services Hub Trainer | Account Executive | Technical Support Specialist | Field Technical Analyst-Level II

- Supervised and trained a team of 8, ensuring high-quality client service across multiple product lines, driving resolution of complex client issues and maintaining high customer satisfaction.
- Partnered with corporate and regional teams to proactively identify and address system issues, enhancing operational efficiency and service delivery across the company.
- Managed quarter-end and year-end processes, delivering accurate and timely tax documents for clients, ensuring compliance with regulatory requirements.
- Spearheaded operational improvements through collaboration with sales and operations teams, aligning efforts to maintain seamless client service and optimize processes.
- Held progressively responsible roles in training, client service, and technical support, continuously driving process improvements, cross-functional collaboration, and leadership development.

Education

- Coursework in Political Science, Social Administration, and Computer Science