

Jake Munz

CSM

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EXPERIENCE

Quartz Benefits, Madison, WI— *Enterprise Data Management Operations, Manager*

August 2021 - Present

Quartz Benefits, Madison, WI— *Enterprise Data Management Operations, Supervisor*

February 2016 - August 2021

Lead a team of data analysts and automation specialists responsible for 24/7 operations of the enterprise data warehouse. Accomplishments include:

- Lead adoption and use of ServiceNow for intake, triage, and reporting on incidents and non-project enhancements and change requests.
- Lead adoption and use of Jira for project task management.
- Lead migration from Jira on prem solution to Atlassian cloud.
- Lead implementation of Workload Automation as the central hub for all scheduling and data delivery activities.
- Lead the creation of a data asset portfolio.
- Lead improvements in documentation of standard operating procedures and root cause analysis.
- Completed proof of technology for migration of on premises data warehouse solution to Azure cloud instance.

Follett Software via Flexion, Madison, WI — *Business Analyst*

October 2014 - February 2016

Business analyst consultant embedded within a distributed agile development team. Accomplishments include:

- Rewrite of content delivery system used to deliver library materials and textbooks for students at all grade levels (K-12, secondary, and post secondary).

Data Recognition Corporation, Madison, WI — *Project Manager/Business Analyst*

October 2012 - August 2014

Scrum Master and Business Analyst embedded within multiple

CERTIFICATIONS

Certified Scrum Master,
Scrum Alliance - 2014.

SKILLS

Agile Delivery (Scrum, Kanban)

Business Analysis

Project Management

Service Management

Process Improvement

HTML and CSS

SQL

Tools

Jira and Confluence

Azure DevOps

VersionOne

MS Office Suite (Word, Excel, Visio, etc..)

Workload Automation

Business Objects

HTML and CSS

SQL

distributed agile teams. Accomplishments include:

- Rewrite of a Java/Swing application used for K-12 testing to open source technologies, including deployment of content delivery solution to AWS.
- Development of an iPad application

Industry Application

Healthcare/Insurance

Education

HP, Madison, WI — *Business Analyst III*

August 2011 - October 2012

Consultant for implementation of the state health insurance exchange also performed data analytics for the 26 Medicaid providers in the state of WI:

- Requirements analysis and documentation for large scale health plan implementation.
- Developed and maintained complex SQL queries and Business Objects reports used for program evaluation and design.

Humana, Madison, WI — *Business Analyst*

June 2010 - August 2011

Business Analyst embedded within multiple distributed agile teams.

Accomplishments include:

- Migration of internal rate engine used by actuarial teams from on premises to RackSpace hosted solution.
- New product rollout of health, dental, and life insurance products for multiple states.

Humana, Madison, WI — *Operations Leader*

September 2003 - June 2010

Lead team of 20 captive insurance agents in a call center setting.

Developed, analyzed, and maintained key performance indicators used for reporting, evaluation, and continuous improvement.

Accomplishments include:

- Lead an internal initiative to time application and sales calls and identify redundancies in the process. Recommendations lead to a 45% reduction in overall process.
- Lead a team of 20 distributed members as part of a \$65 million marketing program & education program that was implemented without issues for the users with an audience of more than 100 thousand across all 50 states.

EDUCATION

Cardinal Stritch University, Milwaukee, WI — *B.S. Business Management*

Graduated August 2011

