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| Roles:   * IS Manager/Project Manager * Production Support Supervisor * Business Analyst * Technology Business Analyst/Product Owner * Sales/Operations Manager * Telesales Specialist   Tools/Methods:  Axure, Bootstrap, Business Objects, CA Unicenter, CSS, Foundation, Github, HP Service Desk, HTML, JIRA, MS Access, MS Office, MS Project, MS SharePoint, MS Visio, Netezza, Oracle, Service Now, SQL, Team Foundation Server, VersionOne  Industry Application:   * Education * Insurance (Health/Life)   Education:   * Cardinal Stritch University   BS, Business Management - 2011  Additional Training:   * Certified SCRUM Master - 2014 | Experience Summary  Jake is a certified SCRUM Master through SCUM Alliance with over 10 years of people, project and requirements management experience working with mid-size to Fortune 100 companies and a variety of teams including co-located teams and distributed teams with on-shore, near-shore, and off-shore developers and stakeholders. As a project manager and business analyst he has worked closely with his teams to ensure that scope, budget, and requirements are clear and that projects are delivered on time and on budget. As a manager he has worked closely with associates to establish clear goals and ensure timely follow through on objectives.  Jake’s expertise is in managing multiple projects of varying sizes, scopes, and budgets. His excellent communication skills and leadership experience combined with his background in operations and IT will prove to be a great match for your organization.  Skills Inventory   * New Product Rollouts * Agile SCRUM/ Kanban/XP/SDLC * Project Management * Business Analysis * Data Analysis * Distributed Teams * Customer Relations/Quality Service * Service Delivery and Technical support * Service Level Agreements * Vendor Management * Organizational Development * Open Source Technologies * Web & Mobile Devices * Content Management Systems (CMS) * Client Relationship Building & Management * Scope Development and Management * Management of Implementation/Deployment * Risk Management & Mitigation Strategies * Issue Management & Action Plans * Strategic Planning |

Chronological Summary of Experience

**Production Support Supervisor (Agile SCRUM Certified)**

Unity Healthcare, Madison, WI, 02/2016 to Present

* Manage a small team of data analysts responsible for the quality and support of data used for all reporting functions within the organization.
* Lead the adoption and use of a ticketing system for managing, tracking, and reporting on requests and incidents.
* Lead efforts to consolidate business requirements, technical documentation, and other project artifacts on the company intranet site.
* Lead cross-functional meetings focused on change and incident management specific to data.
* Prioritize work and review documentation, including source to target documents, process/workflow diagrams, report specification documents, and testing documentation. Provide approval of documentation leading up to bi-weekly release dates.

**Business Analysis Consultant (Agile SCRUM Certified)**

Flexion, Madison, WI, 10/2014 to 02/2016

* Lead meetings with multiple agile delivery teams consisting of 4 developers each, to estimate and align work to iterations.
* Work with a distributed team of developers, analysts, and stakeholders to ensure that project deliverables are on time, in scope, and on budget.
* Lead meetings with project stakeholders, application architects, and QA leads to identify and document requirements related to the implementation of new features and enhancements for a web based K-12 content delivery system.
* Provide weekly status reports for management reporting purposes
* Provide input and suggestions on process changes based on best practices
* Perform gap and impact analysis
* Create project artifacts including user stories, impact analysis matrixes, gap analysis documents

**IS Manager/Project Manager/Business Analyst (Agile SCRUM Certified)**

Data Recognition Corporation, Madison, WI, 10/2012 to 08/2014

* + Project manager for multiple agile delivery teams with a total of 21 developers, 2 business analysts, and 2 embedded quality assurance analysts.
  + Facilitate daily scrum meetings, sprint planning, and retrospectives.
  + Managed multiple projects with competing delivery time’s specific to the conversion of an existing Java application for K-12 standardized testing to web-based open source technologies.
* Worked with project stakeholders including product managers, internal marketing groups, and application architects to define project road map.
* Responsible for identifying resources, managing risk, developing schedules, reviewing project plans, documentation and assigning responsibilities to team members.
* Worked with application architects and lead developers to implement a continuous delivery process to ensure an appropriate level of quality for development, staging, and production.
* Matrix-managed a multi-disciplinary team consisting of developers, business analysts, and quality assurance associates.
  + Managed project work leading to the August 2013 acceptance of our iPad application to the Apple App store.
  + Lead new projects targeting the expansion of operating systems to include Chromebooks.
  + Lead cross-team meetings to identify dependencies, mitigate risk, and share knowledge of best practices.
* Opened and grew the Madison, WI office from 2 employees and 5 contractors to 4 employees and 21 contractors.
  + Responsible for day to day operations of the Madison office consisting of 4 employees and 21 contractors with an annual budget for in excess of $1.5 million
  + Managed vendor relationships, including writing and maintaining statements of work and change orders.
* Manage and lead requirements or problem solving discussions with a diverse group of stakeholders including C-level executives and business users.
* Monitor test defect queues and assignment of defects to development teams.
* Create weekly status reports and project updates for management reporting.
* Write and maintain Business Requirements Documents (BRDs) and Technical Specifications Documents (TSDs).

**Business Analyst III**

HP, Madison, WI, Aug 2011 to Oct 2012

* Project manager for 2011 HEDIS measurements for the 26 Medicaid providers in the State of Wisconsin, responsible for a team of 7 data analysts.
* Responsible for providing weekly status reports and project updates for management.
* Produced reports for program evaluation and program design using a variety of tools including Business Objects and SQL.
* Responsible for the calculation, analysis, and creation of presentation materials for the measurement year 2011 diabetes HEDIS measure.
* Responsible for writing and maintaining Data Analysis Documents (DADS)
* Worked on site with the State of Wisconsin to gather requirements related to the implementation of a state health insurance exchange in accordance with the Patient Protection and Affordable Care Act (PPACA).

**Agile Product Owner/Technology Business Analyst**

Humana, Madison, WI, Jun 2010 to Oct 2011

* Managed projects with budgets ranging between $50,000 and $500,000.
* Lead daily stand-ups and sprint planning sessions for multiple teams of on-shore, near-shore, and off-shore developers.
* Responsible for developing, prioritizing, and grooming the backlog of work for three development teams consisting of 12 members each, based on highest business priority.
* Responsible for creating and maintaining project artifacts including status reports, burn down charts, user stories, and mock-ups.
* Actively and openly share knowledge of best practices
* Manage user acceptance testing with business users, monitor defect queues, and assignment of defects.
* Responsible for off-cycle release management for high priority incidents.
* Lead the migration of the internal rate engine to third party servers.

## **Operations Leader**

## Humana, Madison, WI, Jul 2005 to Jun 2010

* Lead project to reduce the overall cycle time to complete an application from initial contact to completion resulting in a 20% reduction in time.
* Manage incident reporting and tracking process for two call centers totaling 150+ representatives, track defects, and lead cross-organization incident prioritization meetings involving operations, IT, and QA.
* Identified and scheduled call center resources to assist with UAT as part of the production release cycle and as needed for off-cycle releases.
* Direct manager for 15 licensed insurance agents who were responsible for the sale and service of individual health, life, dental, and ancillary insurance products in multiple states.
* Responsible for the full employee life cycle including hiring, coaching, reviews, and termination of employment.