

# JASON TRAUM

(973) 219 4570 | JRTRAUM@GMAIL.COM | JASONTRAUM.COM

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## EXPERIENCE

- Kindbody New York, NY  
Enterprise Operations Specialist June 2021 – Present
- Manage eligibility file operations at all phases (implementation, testing, and ongoing processing) for more than fifty employer clients by working directly with vendors and client benefits teams.
  - Maintain reporting for sales, client management, and provider relations teams in internal database to better inform stakeholders on member utilization and experience.
  - Drive process improvements in pharmacy operations, employer benefit documentation, and provider outreach and contracting.
- Vericred New York, NY  
Quality Assurance Coordinator September 2020 – May 2021
- Led and managed the workflows on several projects, including Medicare annual and quarterly updates, dental and vision data ingestion, and the search for external outsourcer relationships.
  - Reviewed the work of team members to ensure information presented to customers matches source documents.
  - Communicated with product management team regarding internal to provide operational context prior to engineering ticket creation.
- Data Operations Coordinator March 2020 – August 2020
- Resolved customer questions about specific data points by comparing internal information against external sources and performing quality review over data to look for inconsistencies.
  - Interviewed and trained ten temporary employees to prepare for the 2021 Open Enrollment Period data influx.
- Data Administrator June 2019 – February 2020
- Entered benefit, premium, and plan availability information into company's database for quality and accuracy.
  - Performed research on state and federal websites to find new and updated information from insurance carriers.
- Ernst & Young (EY) New York, NY  
Assurance Associate October 2017 – December 2018
- Documented business processes through walkthroughs, tested internal controls, and obtained relevant support to substantiate key accounts.
  - Reviewed financial statements and related disclosures for quarterly and annual SEC filings.
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## EDUCATION

- The George Washington University, School of Business Washington, DC  
Bachelor of Accountancy, Minor in Chinese Language & Literature May 2017  
GPA: 3.71/4.00
- National Taiwan Normal University, Mandarin Training Center Taipei, Taiwan  
Intermediate Chinese Course Summer 2017
- Donghua University Shanghai, China  
CET Shanghai: Chinese Studies & Internship Program Fall 2015
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## SKILLS & INVOLVEMENT

- Microsoft (Excel, Word, PowerPoint, Visio), Photoshop, Quickbooks, HTML, CSS, SQL
- Proficient in Mandarin Chinese, Attained HSK (汉语水平考试) Level 5 Certificate
- Volunteer at The Trevor Project, a suicide prevention organization focused on LGBTQ+ youth