

# JASON TRAUM

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

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## EXPERIENCE

- Vericred New York, NY  
Quality Assurance Coordinator September 2020–Present
- Lead and manage the workflows on several projects, including Medicare annual and quarterly updates, dental and vision data ingestion, and the search for external outsourcer relationships.
  - Review the work of team members to ensure information presented to customers matches source documents.
  - Communicate with product management team regarding internal tooling issues and improvement requests 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, which required constant correspondence with the company's financial reporting team.
- CET Academic Programs Washington, DC  
Operations Intern January 2016–April 2016
- Answered student, parent, and university employee questions during the application, pre-departure, and post-departure periods; acted as front desk point of contact for any persons entering the office.
  - Worked with the China Operations team on special projects, including program development, student visa material preparation, and compiling student survey results.
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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), SQL, CSS, HTML, Jira, Slack
- 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