CONTACT ME

📱 978.362.9182

✉️ JennMcLane978@gmail.com

in jennifer-rogers-a299b8208

△ jenniferrogers

AWARDS

◎ Trailhead Double Star Ranger

◎ Mark MacLaughlin Team Achievement Award - December 2015

◎ Distinguished Employee of the Month - June 2014

SKILLS

◎ Technical Aptitude

◎ Business Analysis

◎ Project Management

◎ Agile Methodologies

◎ Conga Composer

◎ Collaboration Tools (Jira/Mural)

HOBBIES AND INTERESTS

◎ Ruff Tales Rescue (Donations & Database Administrator)

◎ Digital Content Specialist for The Lazy Bubble Scratch Kitchen

◎ Photography

Jennifer Rogers

SALESFORCE BUISNESS ANALYST, ADMIN & APP BUILDER

PROFESSIONAL SUMMARY

Detail-oriented certified Salesforce Business Analyst, Administrator and Platform App Builder with a technical curiosity and passion for organizing and visualizing information. Motivated by a personal commitment to embrace challenges and exceed expectations. Deep knowledge of business process analysis and requirements understanding with 14 years of experience working in the health insurance industry.

EXPERIENCE

BlueCross Blue Shield of VT, Health Programs Senior Configuration Analyst

November 2008 - Present

- Consulted with internal partners and stakeholders to ensure platform design drove value and efficiency in a collaborative approach.
  - Conducted weekly brainstorming sessions with the team that generated 5+ implemented improvement ideas per week.
  - Developed process diagrams and data flow diagrams that improved understanding of system and process.
  - Led business requirement gathering sessions.
  - Analyzed business requirements to build out proof-of-concepts (POC) for the stakeholders. Demoed these POCs in an interactive format to elicit questions and feedback to ensure business requirements were being met.
  - Completed functional/unit testing and was a technical liaison to support more in-depth business process testing
  - Worked with department-level trainers on collaborative training desk procedures and job aids.
- Configuration/customization of profiles, permission sets, public groups, roles, queue, role hierarchy, field-level security, record types, formulas, validation rules, page layouts, lightning apps, automation (including, workflows, processes, and flows), reports, dashboards, and other standard functionally within Salesforce.
- Troubleshooting and defect resolution
- Substantial experience working with Salesforce Health Cloud, including care plans (problems, goals and tasks), care teams, guidelines/surveys, EHR tables and patient cards.
  - Working with Cadalys CareIQ/MCG products to enhance the SFHC user experience.
- Comprehensive Conga Composer development including; building templates, constructing Conga queries, Conga solutions, and Conga collections.

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Certified Business Analyst
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Business Administrations (Superbadge), Lightning Experience Reports & Dashboards Specialist (Superbadge), Security Specialist (Superbadge), Health Cloud Specialist (Superbadge), Process Automation Specialist (Superbadge), and App Customization Specialist (Superbadge)

EDUCATION

New York University

- Salesforce Admin Career Certification
- Graduated: August 2021

Southern New Hampshire University

- Associates of Arts
- Graduated: June 2015