

Business Analyst ● Project Manager ● Consultant

August 19, 2016

BenefitElect Inc.

Re: Engagement Manager Position at BenefitElect

Are you seeking an engagement manager with strong, proven record of technical and business analysis and driving client satisfaction?

I thrive in fast pace environments and taking high-level thoughts from a meeting with senior executives and diving into the details with subject matter experts to design a long lasting technical solution.

I slice and dice data through Excel and Access to determine requirements, present findings to business users and assist in system design solutions.

I build strong relationships with development teams and subject matter experts to implement the correct system solution.

At BenefitElect I will guide your clients through the development cycle to ensure the we implement the correct benefit solution and ensure clients satisfaction. I understand benefits and the need for accuracy. Working with a print company I ensured timely coordination and updated project documentation for a successful mailing of a customized annual benefit enrollment guide for a \$400 billion retail company. Communication was key along with accuracy and timing. I look forward to meeting with BenefitElect to discover how my background may assist your company move forward.

Sincerely
Michelle Adams

Business Analyst ● Project Manager ● Consultant

Technical business analyst and system analyst driving correct system design, implementation and development projects to exceed business needs. 15 years of consulting experience in healthcare, retail, energy and financial services.

HIGHLIGHTS & ACCOMPLISHMENTS

- Custom designed, system configuration and validation of a SaaS Quality Management System (QMS) for a \$6 billion medical device manufacturer to manage international regulatory compliance for device certification
- Project manager for a personalized benefits guide for a \$400 billion retail company for all US based full time and part time associates.
- Led system redesign for custom built Medicare fraud tracking system with data modelers, developers and business subject matter experts.
- Bridge communication gaps, facilitate brainstorming sessions, and resolve project issues with business owners, support staff, development teams and senior executives.

SKILLS

Business Analysis

Work flow analysis
Reverse engineering
Wireframes
Data flow diagramming
GAP analysis
Current state analysis

Technical Skills

SQL / Access
Data Modeling
VISIO
BI reporting tools
Excel power user
Wordpress

Project Management

Clear communication
Risk assessment
Scoping and prioritization
Team building
System demos/ training
Agile/Waterfall methodologies

PROFESSIONAL EXPERIENCE

7/15 – Present

Adams Consulting

Bend, OR / National

Providing system analysis, project management, marketing, website design, Website management and event photography for small businesses.

- eCommerce management for WordPress site. Product setup, image manipulation, keyword research and IT support for integration with QuickBooks for www.Giantloop.com
- Project manager and requirements analysis to hire offshore team for www.netknots.com
- WordPress website developer, designer and SEO manager for www.customautoelectric.com
- Social media manager and website advisor for www.windingdrive.com. Increased engagement 100% through paid and organic promotion

- 2/16 – 8/16** **Simbaware Inc** (Business Analyst) Bend, OR
Client engagement with regulatory affairs team to custom design and configuration of a Quality Management SaaS solution for a \$6 billion medical device manufacturing company. Responsible for quality control, testing, requirement analysis, configuration and creating SQL reporting solutions.
- 2013 - 2015** **International Adventure Travel and Photographer**
Independent adventure and cultural travel through Asia, Central America and Europe. Designed, developed and managed travel and photography website; www.soloworldtravels.com.
- 2013 & 2012** **Spire LLC** (direct client) Boston, MA
Project manager for a customized annual benefits guide in 2012 and 2013. On time project completion for requirements gathering, coding, printing and mailing. Coordination on geographic dispersed team and resolved real time issues between print operations, senior management, development and client.
- Coordinated updates, ensure clear communication, and resolve technical requirements with a time critical multi-state project team.
 - Guided developers on coding changes, reviewed code updates and liaison between stakeholders on updates.
 - Clarified ambiguity real time between print operations team, senior management, development staff and client to eliminate printing and mailing delays.
- 2013** **UMass Medical School** (via Overture Partners, LLC) Charlestown, MA
Senior business analyst for a State of Massachusetts Agile project to automate the manual tracking of Medicare fraud.
- Identified system design and data model limitations during business analysis.
 - Facilitated and collaborated with developers, database designers and business owners in system design sessions to resolve complex requirements and design limitations.
 - Documented and presented alternative data model and system flow designs to resolve limitations.
- 2012** **Les Schwab** (via Data Resource Group LLC) Bend, OR
Business Analyst. Eliminated 80-report backlog in 5 months.
- Report design and technical requirements through detail analysis on site and remote sites.
- 2008 thru 2012** **PointRight, Inc.** (via Eliassen Group) Lexington, MA
Senior business analyst and data analyst for a health care data analytic company, specializing in the gathering and analyzing health care quality for the long-term care industry.

- Led analysis, design, and quality assurance for two significant upgrades with incomplete requirements from government agencies and hard deadlines.
- Reverse engineered requirements from the code, reports, screen layouts and internal interviewing sessions.
- UI design and wireframes with Microsoft Visio and Publisher.
- Managed product requirements analysis in an environment with vague and incomplete governmental rules.
- Documented data elements; data fields, data flows and tables for Oracle database and SAS datasets.
- User acceptance test cases and led testing initiatives.

2008 **EnerNoc, Inc.** (direct client) Boston, MA

Facilitated requirements for vendor analysis with senior management for Enterprise Resource Planning (ERP) System.

- Facilitated high-level requirements sessions and vendor research for a new Enterprise Resource Planning (ERP) system with senior management.

2007 thru 2008 **VeriSign Inc** (via CoreTechs Inc) Watertown, MA

Senior business analyst. Collaborated with development team for data flow and system documentation.

- Created system documentation, data flow diagrams and system flow charts for the deactivation process.

2003 thru 2007 **Fidelity Investments** (via Veritude Inc.) Boston, MA

Project manager and business analyst. Led projects for Web analytic reporting, web analytic dashboards, SEC Reporting and KPI metrics.

- Functional requirements for web analytic reporting for cross-company (retail and retirement services). Data marts, data feeds for daily, weekly or monthly durations. Retail account opening documentation remained as a top example years after publishing the document.
- Data mined warehouse to create reporting queries in Access and Excel workbooks for new SEC regulations in less than a month for Jan 1 deadline.

EDUCATION

Bentley College Masters of Business (MBA)

Northeastern University Business Administration (Finance/MIS)