

Kyle Jones

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BUSINESS ANALYST/CLIENT SERVICES

Driven and results-oriented professional experienced in utilizing Microsoft Office services to produce thorough analysis and reports. Comfortable in communicating information to all levels of internal and external stakeholders. Identifies areas for improvement and recommends actionable solutions in fast-paced, continuously changing environments.

AREAS OF EXPERTISE

Communication	Data Analysis	Strategic Planning
Project Management	Relationship Management	Microsoft Office

EXPERIENCE

FISHER INVESTMENTS

Client Services Data and Analytics Associate

July 2017 - Present

- Developed a new team solely responsible for measuring work quality by identifying Client Services error trends using statistical concepts
- Implemented a new system to report and track Client Services errors, increasing the number of reported errors by 400 per month
- Oversaw changes to Client Operations Specialists' workflow management, resulting in 25% fewer client asset distribution delays
- Created a peer review system to ensure accuracy of pre-filled client documents, decreasing pre-fill errors by 20%

Client Services Associate

August 2015 – July 2017

- Monitored account opening and asset transfer progress and communicated detailed updates to colleagues and clients; brought on over 400 new accounts, providing \$150M in new funding
- Facilitated a feedback program for Client Operations Specialists and other cross-functional teams to collaborate, address issues, and identify solutions
- Created a database in Microsoft Excel, allowing teammates to quickly research source firm information

WILLIS TOWERS WATSON (WILLIS RE)

Reinsurance Analyst

July 2013 – July 2015

- Utilized licensed and proprietary software to analyze large data and counsel clients in managing risk exposure
- Built and maintained strong client relationships by providing regular reinsurance program updates and proposals to key decision makers through in-person meetings and teleconference
- Identified significant exposures in counties with high hail risk and tailored a custom reinsurance program for to offload risk to other investors
- Validated internal risk management practices ensuring a 100% pass rate in compliance audits

EDUCATION

Business Administration Major: Finance, Minor: Economics
University of Oregon