

Joseph Higgins

(248)-633-3260 | joebiggi1758@gmail.com | <https://www.linkedin.com/in/josephmhiggins/>

Education

Michigan State University

August 2018

Bachelor of Arts, Economics, Business Cognate

Activities: Student Economics Association, Entrepreneurship Association, MSU MMA, Spartan CrossFit

Skill Highlights

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| <p>I. Software Proficiencies</p> <ul style="list-style-type: none">a. SASb. Tableauc. RStudiod. Anaconda/Jupytere. AquaData Studiof. Signavio (Site Administrator) | <p>g. Microsoft Suite</p> <ul style="list-style-type: none">h. JIRAi. Automation Anywherej. GitBash | <p>II. Languages and Notations</p> <ul style="list-style-type: none">a. SQLb. Rc. Pythond. VBAe. HTML/CSSf. Batchg. BPMN/DMN |
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Certifications

- I. Data Science Professional Certificate, IBM
- II. Lean Six Sigma, Green Belt, CSSC

Experience

Jackson National Life

Business Process Engineering Analyst, Okemos, MI

August 2018– Present

- Internal customer facing analyst responsible for the design and implementation of data driven solutions.
- Responsible for programming in SQL, R, SAS, Excel and Tableau to analyze data and deliver insights in Agile fashion.
- Team resides in Enterprise Architecture, and manages relationships, acting as liaison between Operations and IT.
- Noted for strengths acting as technical liaison, requested to regularly present at departmental meetings and to COO.
- Led internship program by creating a project and training curriculum, named team Welcome Ambassador and Intern Mentor.

Strategic Support Associate, East Lansing, MI

May 2018 – August 2018

- Sharpened skills within Microsoft Suite, financial services information systems and user developed applications.
- Communicated effectively with administration and operations teams on error handling and external follow ups.
- Responsible for transfer follow ups, calling externally to investigate and gather data on policy transfers.

X-Tax, CPA, PLC/ATOM Software

Account Development Representative, Lansing, MI

February 2018 – May 2018

- Recognized need and presented owner of X-Tax and ATOM Software on improvement areas in ATOM's sales department.
- Granted extra hours to develop Value and Solution selling based sales/marketing processes to aid ATOM's sales.
- Established LinkedIn page and ad bidding process that reached 3062 prospects in Tax and Legal space.

Tax Preparer, Lansing, MI

November 2017 – May 2018

- Filed taxes for clients of varying financial profiles requiring use and in-depth knowledge of multiple tax forms.
- Responsible for one on one consultations with clients, working independently in a team environment.
- Noted for strong customer service abilities, promoted to support staff, answered phones, emails and managed front desk.

Gartner, Business Development Coordinator, Fort Myers, FL

June 2017 – August 2017

- Effectively practiced solution-based Value Selling, exceeding metrics by setting meetings with 24 C-Level Executives.
- Aligned research based and consultative solutions internally with external IT initiatives, facilitating sales calls.
- Assisted Account Executives in building book of business by prospecting with weekly quotas.