

# Kabao Thao

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## **SUMMARY OF QUALIFICATION**

Seeks to bring 7 years of professional technical experiences to a full stack developer position in a goal-oriented, face-paced tech environment. Solid understanding of the Software Development Life Cycle (SDLC) and SQL Server. Proficient in Microsoft Suite, Business Object, SharePoint, Visio, Oracle, Service Now, Tableau, Salesforce.

## **SKILLS & LANGUAGES**

- HTML5, CSS, Git, Visual Studio

## **EXPERIENCE**

*Business Analyst, Voya Financial, MN* September 2020 – Present

- Manage client's group contract provisions for Life, Disability, and Supplemental Health Voluntary products.
  - o Draft and maintain business requirements and align them with functional and technical requirements.
  - o Conduct user acceptance testing to meet functionality requirements.
  - o Identify and reconcile errors in client data to ensure accurate business requirements.

*Business Analyst, Voya Financial, MN* September 2016 – Present

- Administer client implementation processes and provide technical support to maintain ongoing active customers' insurance plans.
  - o Engage clients to gather software requirements, business rules, and ensure alignment with internal teams.
  - o Develop and manage project plans, negotiate project deliverables and timing, resolve issues and coordinate communication for clients.

*Business Analyst, Fairview Health Services, MN* April 2016 – August 2016

- Configure, maintain, and modify software applications. Complete coding and modification of the software with focus on user experience and optimal system performance.
  - o Support the implementation planning for application program requirements. Support the end-user and technical operations staff as required by providing excellent customer service.
  - o Proactively participates in IT workflow processes in incident management, IT service request management, and change control management.

*Business Analyst, Native American Community Clinic, MN* January 2015 – March 2016

- Lead the Expanded Medical Services grant by monitoring all data management aspects of the assigned grant.
  - o Implement electronic medical record system workflow processes to improve clinic operations.
  - o Administer state grant funding and delegated board reports monthly to internal and external stakeholders.

*Business Analyst, UnitedHealth Group, MN* May 2014 – January 2015

- Perform day to day management of agents contracts process for Medicare Supplemental Products.
  - o Responsible for various types of contract management and support all scenarios of account opening and maintenance requirements.
  - o Assist in extracting and manipulating large data on SQL databases.

## **EDUCATION**

*University of Minnesota, MN* June 2021 – present

- MERN Full Stack Web Development Certificate

*Saint Mary's University of Minnesota, MN* May 2014 – December 2015

- Master of Arts in Health & Human Services Administration

*Saint Olaf College, MN* September 2010 – May 2014

- Bachelor of Arts in Economics