

# LONI CAMPBELL

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I am a dedicated, forward-thinking professional with 8 years of proven and verifiable experience in the healthcare industry. I specialize in Business Analytics, IT Operations and Process Improvement. I have a proven ability to research and analyze problems followed by planning and executing creative solutions to those challenges faced. I consistently meet and exceed all statistical requirements while establishing ongoing relationships and interactions across all business hierarchies. I continuously thrive in high-pressure environments while maintaining assertive and strategic yet progressive movement.

## EXPERIENCE

**AUG 2017 – CURRENT**

### **PRODUCTION CONTROL ANALYST SR. – IT INFRA.,** WELLCARE HEALTH PLANS

- Application Administrator - Perform application maintenance and installs
- Department Disaster Recovery participant
- Identify, diagnose, report, and provide resolutions to technical problems with production control software
- Manage the scheduling, input/output controls, job setup, job execution, system monitoring, and problem resolution of production jobs on corporate data center Unix and/or Windows platforms
- Coordinate with end users, other IT departments, and project teams in planning and executing the turnover of new jobs and changes to the production schedule
- Assist with or lead initiatives leading to increased automation of production job processing
- Configure and monitor processes involving EDI data transfer of various vendor FTP sites as well as 834, 837, 999, transactions with state and CMS entities.

**JAN 2013 – JULY 2017**

### **BUSINESS ANALYST,** HEALTH PLAN SERVICES

- Monitored error rates for 834 transaction processing
- Liaison with IT to design the systematic process of ingesting 834 files, and how that looks on the front line interface
- Notified IT department of changes in 834 file formats, processes, receipt patterns, and worked with them to make changes accordingly
- Focused on process improvement projects
- Created tools with available resources to alleviate systematic, procedural and even behavioral challenges
- Triage issue tickets created by clients or the business, validates systematic issues are present, and collaborates with IT to form a resolution plan
- Works with IT to develop system deployments, test the system logic changes in lower environments, and monitor the deployments in the production region for successful implementation

- Developed meaningful relationships with Clients, CMS and State representatives, as well as other departments
- Presented time and cost savings data to the Executive Team

## EDUCATION

**JUNE 2020**

**BACHELOR OF SCIENCE, UNIVERSITY OF SOUTH FLORIDA**

- Major: Business Analytics and Information Systems
- Coursework involves management, finance, marketing, technology, statistics, analytics

**DEC 2016**

**ASSOCIATE OF ARTS, HILLBOROUGH COMMUNITY COLLEGE**

- General education coursework

**JUNE 2012**

**HIGH SCHOOL DIPLOMA, GAITHER HIGH SCHOOL**

- Graduated with Honors
- ROTC program
- Awarded the Army Athletic and Academic Excellence Award

## SKILLS

- Basic SQL
- Proficient in all Office products (Excel, word, PowerPoint, Visio, Project, Outlook)
- Time management
- Calm under pressure
- Analytical work
- Process Improvement
- Verbal and Communication
- Organizational Skills