

BUSINESS ANALYST

Summary

Dynamic insurance professional with 8+ years of experience delivering customer-focused results within property and casualty claims, information technology and risk management disciplines.Â

Highlights

Microsoft Office Suite: Word, Excel, PowerPoint; Outlook, Lotus Notes

Experience

Mckesson Corporation Usa , SC Business Analyst 01/2009 to Current

- Service provider liaison delivering improved IT business relationships Strategic IT sourcing for Systems Department project and service external labor needs Maintained and reviewed Systems Department external labor contracts and work orders Increased policyholder satisfaction and retention through Claims Department employee training, coaching and call evaluation Investigated, negotiated and settled first party auto claims.

Phoenix Cycles City , STATE Salesman / Assembly 05/2006 to 06/2008

- Cycling and fitness equipment sales.
- Coordinated sales floor presentation.
- Home gym, bicycle and car-related equipment assembly.

Russell's Cycling And Fitness Center City , STATE Senior Salesman 05/2001 to 07/2007

- Cycling and fitness equipment sales.
- Coordinated sales floor presentation.
- Trained new employees for sales department.
- In-house home gym and exercise equipment delivery and assembly.

Education

Marketing June 2008 Southern Illinois University , City , State Marketing Skills Extensive experience developing interpersonal skills Exceptional time management skills Excellent leadership ability developed through professional working experience as well as marketing coursework Well-versed in teamwork skills through years of customer-facing, team environment work experience Comfortable working with all levels of management as a result of extensive corporate environment experience

Skills

coaching, interpersonal skills, contracts, delivery, employee training, leadership, Lotus Notes, marketing, Excel, Microsoft Office Suite, Outlook, PowerPoint, Word, sales, Strategic, teamwork, time management