

SENIOR BUSINESS ANALYST

Summary

Experienced business analyst who thrives on learning and demonstrates a history of producing accurate, timely reports, meeting stringent healthcare insurance guidelines over the past sixteen years while acquiring a multitude of skills in program and report development, trending, analysis, process automation, web development, project planning, implementation, EDI, and accounting.

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Business Analyst adept at process automation, testing and optimization. Excels in data integration using tools such as SAS, SQL Server, Crystal Reports and Talend Studio.

application development, including coordinating ground-up planning, programming and implementation for core processes.

Flexible and versatile Business Analyst specializing in developing innovative solutions to organizational problems. In-depth knowledge of **Talend** and **Asset tracking software**.

Technical Skills

- Crystal Reports 2011
- Erwin
- FTP Client
- Java
- Jira
- Monarch
- Oracle/TOAD
- SAS
- JasperSoft Reports
- SAP Business Objects
- SQL Server 2008
- TortoiseSVN
- Windows 2000/NT/98/95/XP/7
- Microsoft Access/Excel/Power Point/Project/Visio/Word

Highlights

- Business process improvement
- Functional requirements
- User acceptance testing
- Requirements gathering
- Critical thinking
- Strong analytical skills
- Database servers
- Structured query language (SQL) expert
- Strong collaborative skills
- Optimizing and performance tuning

Experience

Senior Business Analyst

May 2008 to Current Lpl Financial Services i¼ Islandia , NY

- Orchestrate process improvement initiative for Departmental Operational Reporting that entails converting all existing excel reports to Crystal Reports 2011, optimize existing SAS programs to improve run times by 75%, consolidate 40 Access databases into 6 and then migrate to SQL server, develop jobs in Talend Studio to run monthly processes on a schedule, which ultimately resulted in reducing report production time from 25 days to 5.
- Develop SAS programs to eliminate the need to generate and manipulate data manually in TOAD, Access, and Excel.
- Involved in analyzing data, developing, testing and deploying to production after the user approvals.
- Develop complicated business reports using Cross-tabs, Drill Downs, Sub reports and customized conditional formatting within Crystal Reports 2011 to conduct a deeper analysis and to easily identify anomalies within the data.
- Produce and analyze monthly client facing reports prior to the service level agreement deadline to ensure internal systems are functioning properly.
- Document process improvement changes and train co-workers on process changes Identified process boundaries and determined opportunities to automate processes and functions.
- Prepare Business Requirement Documents (BRD) for new client implementations and system changes
- Conduct User Acceptance Testing (UAT) and Production Acceptance Testing (PAT)

Project Coordinator / Electronic Eligibility Analyst

August 2005 to May 2008 Allegis Group i¼ Hanover , MD

- Designed, developed, and delivered an average of four customized health insurance enrollment websites per month as well as coordinated up to ten website renewal modifications for existing clients.
- Created and tested system mapping (using 834, QBE, RIMS EMLoad, EDI layouts).
- Constructed a 30-60 day timeline detailing the implementation project plan for the client, broker and sales.
- Retrieved, tracked, and monitored an average of 25 production files from ftp server daily, uploaded into legacy systems, manually worked fallout, and addressed file layout or mapping issues.

Accounts Receivable Team Lead

November 2003 to August 2005 Grubhub i¼ Northbrook , IL

- Supervised 8-12 employees with daily work, assigned job duties, hired and trained new employees.
- Allocated funds to general ledger for Mid-Large/National Accounts totaling \$5 million per month, analyzed areas of over or under payment on an individual member level and worked the aging for each account.
- Gathered and prepared A/R statistics to conduct reserve analysis for month-end close meetings.

Secure Horizons Billing Specialist

March 2002 to November 2003 PacifiCare i¼ City , STATE

- Maintained and reconciled 50,000+ Medicare member accounts using general ledger and aging reports.
- Initiated and completed the customer late payment process on a monthly basis using Microsoft Access.

Contract Administrator

April 2001 to March 2002 PacifiCare i¼ City , STATE

Eligibility Associate

July 2000 to April 2001 PacifiCare i¼ City , STATE

Data Entry Specialist / Payment Posting

July 1999 to July 2000 NovaCare, Inc i¼ City , STATE

Data Entry / Mailroom Team Lead / Claims

August 1998 to July 1999 Premier Healthcare Of Arizona i¼ City , STATE

Education

Bachelor of Science : Global Business , May 2008 Arizona State University i¼ City , State Emphasis in [Finance](#)

Associate of Science : Accounting , August 2004 Phoenix College i¼ City , State

Certifications

Certified Talend Enterprise Big Data Consultant

MongoDB (MongoDB 2.4 - M101JS: MongoDB for Node.js Developers)

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