**Jason VanNimwegen**

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**Senior Business Analyst**

**Business Analyst generalist with experience in data analysis and reporting projects. Technical expertise with the Alteryx analytics platform against a SQL backend and Tableau presentation layer.**

* Fast learner who can quickly acquire the knowledge needed to evaluate metrics, test hypotheses and achieve measurable and actionable outcomes in a new operation; seamlessly made transition from education to healthcare industries.
* Problem solver with repeated success in leveraging database technology through interpreting data to improve business processes.

***Performance Review Excerpts***

“Jason’s performance is a **stellar example** of someone stepping up to fill a leadership void on the team. In the absence of a manager for the team, he managed the team assignments … and was **successful** with several of the key projects within our overall Call Center Strategy.”

“Jason is an **active change agent** in the organization … [he] exhibits the highest level of dedication to support change … and works hard to make it transparent to end users.”

“Jason is a **very valuable team member** and is **well-respected** **by his peers and business partners.** He is seen as a **team player** and takes the necessary steps on an ongoing basis to increase his knowledge. He has done an **exceptional job** leading the dashboard development …”

**Experience**

**Kaiser Permanente – Corona, CA**

**Senior Business Consultant (Jan. 2009 to Present)**

Lead reporting and data analysis project plans for call centers serving California, Colorado, mid-Atlantic, and Northwest states; internal departments (regulatory, sales, marketing); and employer groups.

* Function as a technical and data analysis SME for Pega CRM and Genesys telephony systems, provide data integration for **end-to-end view of customer** contacts and develop custom reports using Alteryx.
* Wrote specs for an ETL project aggregation layer using Alteryx that enabled rapid data analysis on customer service workflow data, **reducing turn-around time** from hours to minutes.
* Design an early warning ICD/10 **Tableau dashboard with an Alteryx backend** to monitor up stream provider claims activity and customer contact volume.
* Develop a line of business cost allocation model, for a nine figure budget, in Excel using pivot tables, VLOOKUP’s and graphs with an Alteryx back end for multi-platform data wrangling and consolidation.
* Wrote a data map between telephony and contact documentation SQL database systems. Output from data mapping process is used through the Measure and Analyze Six Sigma project phases to **increase customer satisfaction and reduce call handle time.**
* Wrote business requirements for forecasting models to **predict impact** of Health Care Reform initiatives to contact center call volume, including cross collaboration with PMO and other matrixed departments.
* Wrote a data analysis model to justify inter-departmental budget transfers. The model combines tracking data from three disparate database systems: CRM, telephony, and workforce forecasting.
* Collaborated with a department that frequently had urgent requests, resulting in a **better working relationship** between the department and the analytics team, and less escalated requests.
* Recommended improvements for a service center that enabled its staff to achieve several **year-over-year improvements** from March 2010 to March 2011—including a double-digit increase in the percentage of calls answered within the target time.

**New York Life, Mass Mutual, Southern California**

#### [Financial Services Professional](https://www.linkedin.com/title/financial-services-professional?trk=pprofile_title) (Jan. 2006 to Oct. 2008)

Served in three commission-only sales positions with insurance and financial companies. Earned distinction of "Executive Council" at New York Life, a rare accomplishment for a new agent, and increased internal referrals at AAA, contributing to the team meeting the cross-selling goal.

*(Exact dates and job titles associated with each position available upon request for employment verification.)*

**Corona-Norco Unified School District – Corona, CA**

**Supervisor-Technology and Assessment (Jan. 2002 to Jan. 2006)**

Analyzed existing data models and improved existing data processes and conducted internal consulting to assess business practices and recommend improvements.

* Design and implementation of project plan for a high-profile strategic initiative to migrate data from a variety of complex database (db) sources into a single database, **ensuring regulatory compliance** with both state and national agencies.
* Implemented a COTS database (db) program to scan 350,000 documents yearly and produce reports, **reducing turnaround time from several weeks to less than 24 hours**.
* Developed MS Access dashboard single-screen views drawing from 5 different complex database (db) modules.
* Developed multi-dimensional data models using **SPSS statistical analysis** software to analyze data contained in five database modules and wrote reports for end-users.

**Corona-Norco Unified School District – Corona, CA**

**Data Analyst (Computer Operator) (Aug. 1999 to Dec. 2002)**

Spearheaded new processes that enabled district to track data for the first time.

* Created a project plan for a centralized reporting methodology that delivered confidential student information; reduced research time for 2,500 personnel from weeks to one day.
* Developed new methods to disaggregate student achievement and demographic data using SPSS statistical analysis software.

**Education**

**Masters of Business Administration,** 2004 **–** University of Phoenix

**Technology Skills**

T-SQL and Oracle SQL ⬥ Alteryx (data wrangling and analysis) ⬥Tableau

Toad Data Point ⬥ Crystal Reports (SAP application)