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| |  | | --- | | **Jessica Wilding** | | **Address : 706 Shady Oaks Ct., Elgin IL 60120**  **Current Employment : Business Analyst JEP** | | |  | | --- | | **Contact** | | **Cell : (954) 804-6209**  **E-mail : jwilding0@gmail.com** | |
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| |  | | --- | | **Profile** | | |  |  | | --- | --- | | **Summary** | I am a driven, highly organized and positive individual with a hard-working attitude towards the organization and its clients. I have extensive experience creating operational and executive reporting and identifying data trends based on a wide variety of data sources, and I am proficient in analyzing business requirements, designing, coding, testing, and supporting complex business applications. | | **Availability** | Open schedule from November 2nd, 2015 | | | |
| |  | | --- | | **Key Skills** | | * Proficient in Microsoft Office, including Excel and Access; Oracle, SQL, SAS, Teradata, CU Emulate, LiveLink, Avaya CMS Supervisor, SharePoint, First Support, TSYS and NICE. 95 WPM average. * Programming languages include Visual Basic, Oracle PL/SQL and HTML/CSS/Javascript * Experience utilizing SPARTAN, Reporting Solutions and BP&A for reporting needs, as well as WRS for resolving developer requests. * Work well under pressure and maintain positive work relationships in urgent deadline situations * Strong problem-solving abilities, organizational skills and demonstrated attention to detail. Well-developed interpersonal and presentation skills, confident and concise in communication, and strong independent time management skills. Excellent mathematical skills and reliable accuracy in record-keeping. * Eight years of customer service experience, four years of business and call center experience | | |
| |  | | --- | | **Work Experience** | | |  |  | | --- | --- | |  |  | | **JPMorgan Chase** | **CCB Collections – Engineering & Technology** | | **Business Analyst JEP** | **December 2014 - Present** | | * Managing, designing, developing Visual Basic and web services infrastructure including maintaining, developing and managing reporting applications with SAS, Teradata and Oracle as its backend to satisfy the information needs of the Customer Support Division * Working with internal process owners and relationship managers to build MIS solutions in the capacity of principle developer * Managing highly technical and analytical projects, involving multiple platforms, products, and technologies * Performing risk management audits by measuring outputs of sensitive data and implementing preventative security measures * Designing and implementing application enhancements or new functionality, including highly-efficient user interface and back-end processing using programming tools * Communicating changes and process updates to upper levels of management; presenting at monthly PPR meetings | | | **JPMorgan Chase** | **CCB Collections** | | **Business Ops Specialist** | **January 2013 - December 2014** | | * Supported all operational leaders within Elgin CSD by utilizing Outlook to manage multiple calendars, to-do lists and inboxes as needed for division leaders while adhering to all deadlines * Utilized Excel VLOOKUP and pivot table functions to track yearly budget totals, fund distribution and corporate approvals * Created new expense tracking processes and submitted reports, including monitoring of all corporate invoices and employee expenses * Audited employee files and lists as needed for CFPB review * Ordered supplies, communicated with external vendors as needed * Coordinated recognition and site events by collaborating with other LOBs * Sent departmental communications, created meeting presentations, contributed with video-editing and script writing as needed for quarterly town halls * Managed JEPs and provided daily task lists, measured progress against set weekly goals * Maintained positive relationships with upper levels of management to streamline communication, work requests and inter-departmental changes | | | **JPMorgan Chase** | **CCB Collections – Customer Relationship Team** | | **Customer Support Specialist III** | **September 2011 - January 2013** | | * Managed a portfolio of customers as their sole point of contact with Chase, building solid foundations for a relationship and establishing trust with the bank * Balanced customer needs with bank policies; adhered to all regulations while problem-solving to find the best solution for past due credit card customers * Team captain responsibilities, including but not limited to; answering questions for peers and escalating issues to team manager when appropriate while making sure that teammates are kept current to all changes in the department * Used time-management skills to determine appropriate strategies for contacting customers * Utilized spreadsheets to manage customer information, tracking progress and scheduling appropriate callbacks * Utilized Outlook for communications within and between departments | | | **Bed Bath & Beyond** |  | | **Front End Supervisor** | **March 2009 - September 2011** | | * Accepted responsibility for cash/checking deposits, making change and balancing all registers nightly * Investigated any discrepancies with deposits (i.e. fraud or internal theft) and reconciled inconsistencies * Counted and ensured that safe totals are accurate; ordered change when needed * Managed and assigned tasks to cashiers in order to complete work on time and trained new employees * Resolved customer issues by taking ownership of situations and escalating to upper management when necessary * Answered and re-directed phone calls, answered inquiries and provided customer service * Took on merchandising * Wrote daily floor schedules for consistent coverage | | |  |  | | --- | | **Accomplishments** | | **JPMorgan Chase**   * Made ‘Team Captain’ upon integration to QBD floor team * Recommended for promotions to leadership positions, including Business Analyst extended JEP position, shift to CRT unit * Awards:   + ‘VIP’ Collector: October 2012, December 2012   + ‘Mirror the Way’ Award: December 2012   + ‘Honor Roll’ Award: January 2013 * Active participant in Elgin Volunteer Leadership Group, helped lead “Holiday Card for Heroes” Veterans event, ECC Transition Academy * HTML code writer and designer for Elgin Live Website launch * Redesigned Deceased Notification Process and enhanced XLOB SharePoint site functionality for accessibility across all LOBs   **Bed Bath & Beyond**   * Amended training curriculum that became standard for new employees * Recommended for management position by Store Manager |  |  | | --- | | **Education** | | |  |  | | --- | --- | | **2015 to Present** | **DeVry University, IL**  Scheduled to graduate in fall 2018 for a BS in Computer Information Systems with a specialization in Business Administration  Current GPA: 4.0 | | **2015 to Present** | **JPMorgan Chase Technology University**  Applications Developer | | **2005 to 2008** | **Broward College, FL**  Some classes taken | | | |