ELIZABETH **RAMIREZ**

5535 Cumberland St, San Diego, CA 92139 · 619.601.4417
sugardressed@gmail.com

EXPERIENCE

2010 TO PRESENT.
SENIOR DATA AND RESEARCH ANALYST, CHILD DEVELOPMENT ASSOCIATES

Lead and conduct data analysis, providing technical guidance to the Case Management Department, in charge of designing, programming, and implementing user-friendly solutions for data entry, manipulation, and analysis of the data housed in various databases. I oversee the data systems analyst to ensure reporting is accurate and professionally presented. I coordinate with the management team to implement quality measurements based on collected data. In addition to managing the database systems, I oversee and build the department's intranet; our department has 3 sub-sites: The Policy and Procedure Site, the AP Library, and the AP Directives. The sites were created in a way that staff with limited knowledge of web technology can maintain. My work is to provide this tool that is easy to use for the containers and easy to navigate for the end user. I ensure the site is up to date and content is available.

Data Systems Analyst: In charge of the development and implementation of the audit database for operations. Responsible for the development of multiple reports and serving as SME for the agency operational systems. Generate presentations and training in writing and media for the agency systems. Elaborate projections to align budget and operational workload. Follow up, track and reports of new funding until gets stable to transfer to the enrollment department.

CES III (Special Projects): Work in the development and implementation of new ways to run data and analyze it more efficiently. Create a variety of temples in excel that facilitate the process of running reports for Supervisors. Continue the development and maintenance of the File Review DB that is currently used agency wide. Create a new data base for the Provider Services department to ensure quality, accuracy, and availability to pull reports easily. (Database mentioned above are created in Access and excel front end, and SQL Server in the back end)

LEAD ENROLLMENT COORDINATOR: I created and implemented several templates and reports to monitor, track, and maintain daily, weekly, and monthly enrollment reports for budgeting purposes. Led and helped Enrollment Coordinators with clients, policies questions, eligibility decisions, and serve as in charge member when Supervisor was absent. Conducted monthly audits for quality and accuracy of the enrollments. Served as a Subject Mater Expert (SME) for the main software of the agency Care Control system (CC3). Responded to management and staff questions regarding funding status; such as, enrollment, termination, pending appointments, future enrollments and future terminations on a daily basis. Analyzed several data coming from other departments to reconcile in one main report, prepared reports for upper management. In

addition to my core responsibilities, I developed another powerful tool that would help case management department in the process of completing file reviews. I created the File Review Data Base in access and SQL Server.

CHILD CARE ELIGIBILITY SPECIALIST (CES) (I, II, III): *CES I*: I held and maintained client's files to ensure the quality and compliance of them by adhering to Stage regulations, and agency policies. I was responsible to respond client's inquiries via email, phone and in person when walk-in; research and review reports as needed. *CES II:* In addition to CES I responsibilities, CES II – I was responsible to conduct interviews with clients to determine their eligibility and educate them by explaining the policies of the program. *CES III:* In addition to CES I and CES II responsibilities, CES III – My function as a team leader was to overseen CES I and CES II to ensure daily tasks were completed timely, ran and reconcile multiple reports to ensure the quality of the program in a timely manner. In addition to my responsibilities, I developed in excel a powerful tool that would help to calculate registers for the Center based program this tool reduced work time hours and heled to project management on budget projections.

PAYMENT ANALYST: Manually processed of accounts payable for child care providers. Ran reports to confirm the accuracy and quality of the payment calculation. Perform monthly audits of accounts paid for peers and report data errors to management. Developed a calculation tool in excel to calculate payments easily.

2005 – 2010
AUTO LOAN OFFICER, HSBC AUTO

In a team setup environment, I worked as a team member and independently to evaluate loan documentation submitted by auto branches. I was responsible to determine if clients were eligible for an auto loan using several tools such as credit bureau to check credit scores, Carfax and blue book to evaluate automobile's market value. I was responsible to generate the auto loan contract and submitted to an Auditor Loan Officers for quality assurance.

AUDITOR LOAN OFFICER: I worked independently and closely with Loan Officers to audit loan documentation generated by Loan Officers, my responsibility was to ensure State regulations and policies were met in a 2-hour timeframe, accuracy for this work was a key. I was responsible to generate the loan checks, and inform immediately to Loan Officers about the audit results. In addition to my core duties, I developed and maintained the department quality and performance tool in excel, this tool calculated staff performance and monthly bonus percentage used it in annual staff reviews. I also assisted other departments, and served as backup on additional duties to my position. I worked in the Quality Assurance Department – Back up to evaluate staff calls from other departments and inform management of quality results for fraud prevention. Collaborate with Loan Accounting department elaborating excel tools to evaluate delinquent loans against car values, and supported with excel questions as needed.

EDUCATION

JULY, 2018
WEB DEVELOPMENT AS, SAN DIEGO CITY COLLEGE
Working on Associates Degree, 78 credit units accrued.

AUGUST, 2002
COMPUTER SCIENCE ENGINEER BS, INSTITUTO TECNOLOGICO DE TIJUANA
Undergraduate, completed total of 440 credit units.

SKILLS

- Strong professional and ethical profile
- Reliable and quick learner
- Creative, innovator, and independent
- Analytic mindset and attention to details
- Easily understand computer systems
- Conflict solution oriented
- Math and computer skilled (Software, hardware and peripherals)
- Polite and empathetic
- Excellent customer services

ACTIVITIES

I am passion to learn and discover new things. My core values are the honesty and trust. I am continuing in school to be updated and learn more skills. I am talented on excel, and computers. I like to create and implement new strategies at work. I am advocated to my family and I like to enjoy the nature.