1. Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
2. Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes.
3. Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
4. Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
5. Drafted quarterly and yearly reports on company financial metrics to assess successes and account for deficiencies.
6. Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.
7. Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.
8. Conducted interviews with key business users to collect information on business processes and user requirements.
9. Created detailed [Type] reports from [Type] research for review by development team.
10. Recommended [Type] operational improvements based on tracking and analysis of [Type] data.
11. Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
12. Identified [Type] and [Type] process inefficiencies through gap analysis and outlined sensible solutions.
13. Developed [Type] metrics derived from raw company data to track improvements in organizational efficiency.
14. Assessed impact of current [Type] business processes on users and stakeholders and evaluated potential areas for improvement.
15. Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
16. Established online configuration knowledge base to support functionality by developing robust system application overview.
17. Achieved [Number]% success in automation by analyzing claim operations, data and system issues to identify discrepancies for troubleshooting and corrective action.
18. Assisted [Type] departments and [Type] staff to improve client satisfaction.
19. Mapped current business and operational processes and recommended areas for improvement.
20. Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.