# Objective

 Join a company, where I can utilize my technical and people skills, while gaining further experience and skill set to enhance the company’s productivity and reputation.

# Work History

Product Owner/Alegeus Orlando, FL/Remote February 2020-Current

* Transition a product organization from Waterfall into Agile.
* Engage with Clients and SME’s to gather requirements ensuring products will get maximum ROI.
* Keeping a maintained and groomed backlog bases on priority and impact. (enhancements, defects, tech debt)
* Create and refine Epics, Features, User Stories, and Acceptance Criteria.
* Break down Epics into scalable processes including determine MVP’s.
* Design and launch a feature that protected Alegeus against over 100K in potential losses due to Covid-19.

Data Analyst/Alegeus Waltham, MA/Orlando, FL April 2019- February 2020

* Lead Conversion projects for clients onboarding, auditing incoming files to ensure data integrity.
* Data mapping/ Crosswalks between client’s data and internal data.
* Consult on software releases with product, development, QA and document business requirements and test plans.
* Work with product to determine and build short term data solutions to bridge current functional and road mapped functionality for strategic clients.
* Responsible for on boarding, Management and automation of EDI/ file transfer processes.
* Write/Manage SQL stored procedures and ad-hoc queries for ETL, Dashboard, metric and custom reporting.
* Write Advanced/intermediate queries for troubleshooting and escalated issues
* Overlook all Data Associates and be an escalation point for anything they require help with.

Data Associate/Alegeus Waltham, MA May 2018- April 2019

* Manage all incoming fund transfers ensuring funds are allocated and available to participances correctly
* Review all File requests for, SLA implications, Scalability, Feasibility, and Standard compliance
* Creating processes for onboarding HSA clients
* Responsible for Training other Data Associates regarding system updates that impact clients
* Work with Banking Partners/ TPAs to enhance processes for scalability purposes.

Senior EDI Specialist/Alegeus Waltham, MA October 2017- May 2018

* Proactively Identify and resolve issues related to file transfer processes
* Act as Subject matter expert and an Escalation point for Junior Data Solutions team Associates
* Creating documentation for Junior Data Solutions Team Associated to execute
* Review all File requests for, SLA implications, Scalability, Feasibility, and Standard compliance
* Created a transmission team and associated transmission processes

## Data Processing Specialist Waltham, MA July 2016- October 2017

* Create processes and documentation while testing data via EDI
* Provide timely reports to management and clients
* Maintain relationships with clients while configuring and processing transactions business to business or business to employees.

## Administrative Assistant LPL Financial Washington, DC May 2015- May 2016

* Accompanied Senior Financial Rep on client meetings to improve understanding of offering.
* Managed, filed and recorded client information for processing after meetings.
* Conducted lead research and development for senior Reps.
* Set new appointment from research and lead generation work for Senior Reps.

## Frozen Ropes Baseball Trainer/ Front desk Natick, MA December 2012- May 2015

* Planned baseball clinics and training programs by managing a team to help develop skills of large groups of children.
* Managed team of instructors help develop skills of large groups of children.
* Scheduled appoints for classes and private lessons.
* Sold packages for group classes and private lessons.
* Trained clients from ages 3-81.

Dr. Chang Dental Office Assistant / Marketing Director Boston, Ma May 2014- August 2014

* Developed and launched marketing strategies to increase patients.
* Consulted and greeted patients
* Booked/ Confirmed appointments by follow up emails and phone calls to patients.
* Responsible for insurance billings and personal payments
* Created an on computer filing system by implementing Dentrix Ascend

Education

## Framingham State University Graduated 2015

Bachelor Of Science In Business Administration

Skills

* Microsoft office Suite
* SQL
* SFTP/FTP
* Healthcare/CDH
* Business process improvement
* Project planning
* Databases
* Data mapping
* Data cleaning
* Writing user stories
* Writing Acceptance Criteria
* Agile Methodologies
* Backlog refinement