Jeskica Higginbottom

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• Proven and capable analyst with extensive experience in analysis of current and potential business processes; with a background in identifying opportunities for improvement and streamlining/ automating procedures.
• Solution oriented problem solver; comfortable challenging assumptions and supporting conclusions
• Strong verbal and written communications skills, with the ability to facilitate consensus building
• Intermediate knowledge of Microsoft Office - Excel, Powerpoint, Access, Word with ability to learn new systems fairly quickly
• Overall ten years of experience as a business analyst
• Proficient IT project management skills
• Data/analytical consulting experience

#readytowork

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Sr. Business Analyst
Wells Fargo - Phoenix, AZ
December 2016 to Present

• Consulted, gathered and document business requirements
• Analyzed and interpret data to identify trends, patterns and opportunities for the business and clients

• Communicated analysis and interpreted data to appropriate audience
• Audited business process and validated entries
• Validated that all system business processes performed according to the relevant specification
• Created user and system related documentation for new applications
• Ensured that all items/projects followed the IT Change management process were entered/tracked through the software
• Developed, conducted, and evaluated application testing of problem resolution and new application functionality
• Managed initiative involving process improvements. Strategized, plan and executed a variety of programs, services and initiatives that are longer in scope and complexity to advance agile across the enterprise.

Senior IT Medicare Analyst
Health Plan One - Gilbert, AZ
October 2010 to December 2016

• Analyzed weekly, monthly, and quarterly Medicare data to determine demographic analysis and productivity by state

• Reviewed and researched assigned claims to ensure that the proper benefits were applied to each claim by using the appropriate processes and procedures

• Created and ran queries to retrieve large quantities of data for further manipulation and analysis in Excel
• Utilized and proofread team reports and made necessary adjustments on treatment trends, quality of care, expenses and income to be presented to management
• Contributed to an atmosphere that fostered sharing of information across all disciplinary functions to improve the overall process of the team
• Created, revised, and reviewed documentation of data/report procedures to safeguard report/data integrity and determine potential process improvements
• Lead business process analyses, needs assessment and cost/benefit analyses in effort to align information technology solutions with business initiatives
• Organized, directed and developed project resources in order to effectively meet project commitments and business objectives.
• Responded to clients problems by listening, clarifying and responding within scope of responsibility
• Analyzed chain of events and establishes procedures and/or detailed specifications.
• Troubleshooted most application problems independently.
• Applied basic understanding of the principles of information technology with working knowledge

Salesforce Business Analyst
Met Life - Warwick, RI
September 2006 to October 2010

• Managed assigned caseload with minimal supervision while demonstrating ability to follow a project from inception to completion
• Provided timely, balanced and accurate claims reviews, documentation requiring extensive policy and factual detail
• Compiled file documentation requiring extensive policy and factual detail, while identifying information and resources needed to make benefit eligibility determinations
• Communicated decisions to policyholders and representatives in both verbal and written form.
• Conducted in depth detailed information-gathering phone calls to obtain medical condition details and demographic information
• Mentored and inspired colleagues to attain division goals while pursuing excellence in internal and external customer relations.
• Provided configuration expertise for validation and testing.
• WorkEd with client user groups to identify and set priorities for future innovation.
• Advised and guided clients towards best practices in Salesforce.com configuration, workflow, customization and data validation.
• Participated in pre-sales efforts and strategic project planning as required.
• Mentored and trained, formally and informally, lesser experienced resources.
• Developed project-specific training material.
• Created and executed Functional Test Scripts •Conduct training sessions

Education

Master's in Computer Science
Harvard University - Boston, MA

Present

Bachelor's in Business
Regent University, BA

Skills

- Excel (10+ years)
- Microsoft Office
- Powerpoint (10+ years)
- Outlook (10+ years)
- MS OFFICE (10+ years)
- • Microsoft Office Suite – Excel, Access, Powerpoint, Word, Outlook, Project (10+ years)
- Sharepoint
- Manual Testing
- SQL
- testing
- Visio
- Business Intelligence
- access
- SAP
- HTML
- JIRA
- Salesforce
- Cognos
- PeopleSoft
- Mulesoft
- HRis
- Confluence
- JAR testing
- Software Development
- Trello
- Enterprise Software
- Agile
- Kanban
- SOW
- Oracle
- Agile Scrum
- Scrum
- Business Analysis
- SDLC
- Veeva CRM

Certifications and Licenses

Change Management

Additional Information

Technical Skills
• Microsoft Office Suite - Excel, Access, Powerpoint, Word, Outlook, Project, ETL, TreasureData, RedPoint, Lytics, Talend, Tealium, Informatica, Lunix, Agile, sigma six, Quick books Jira