

Linda Gomez, CSPO

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STRENGTHS:

- Experience with various **agile methodologies**
- Strong background in business processes,, requirements, data and technology
- Follows a **servant leadership** style
- Experienced in handling various healthcare industry regulation requirements
- Excellent critical thinking skills in complex problem solving
- Experience using agile scrum for **applications, API/ETL integrations** and **reporting**
- Experience in Benefits Consulting & Healthcare industry

TECHNICAL SKILLS:

Technology

- Tableau, T-Sql, Snowflake, AWS, VBA, JavaScripts, Alteryx, Salesforce reporting

Presentation and documentation

- Jira, Confluence, CA Agile, Lucid Charts, Power Point, MS Excel, and ServiceNow

EDUCATION & CERTIFICATES

- Scrum Alliances - *Certified Scrum Product Owner*
- University of California, San Diego - *Bachelor of Arts, Psychology*

Work

History

11.2018 –
11.2020

Manager, IT Business Intelligence

Progenity, Inc. – a Genetics Lab and Biotech Company

- Responsible for defining and streamlining development process ensuring quality in the end products
- Managed the BI product lifecycle - from product discovery and delivery to overall user experience
- Worked with leadership in defining production vision, strategy and roadmap
- Led design sessions to identify best approach for the product, which includes schema, APIs, ETL bi-directional integrations to transactional applications (Salesforce CRM, Revenue Cycle Management and Lab Management Information Systems)
- Managed the delivery of actionable insights via Tableau and Salesforce platforms, via etl delivery and embedding tableau dashboards
- Implemented process and/or analytics to satisfy the healthcare regulation requirements such as lab devices quality monitoring metrics, data quality rules for financial reporting and CAP metrics for lab results
- Managed the development of data repositories from data lake to data marts on various platforms; including SQL Server, Snowflake and AWS
- Establishment and implementation of best practices and standards for data warehousing, information delivery and data governance.
- Actively participated in the formation of our strategic BI Infrastructure architecture plan
- Implemented agile framework and processes for release/ change management for the department using Jira, Confluence and ServiceNow
- Led and oversaw the scrum team
- Created technical documentation using Jira, Confluence, ServiceNow, Lucid Charts and Powerpoint. documents includes project charter, process flow, user stories, acceptance criteria, and test cases
- Met with stakeholders to define product features, prioritization and product updates

- Solicited stakeholder feedback and collaborate with team developers to make solution improvements
- Resolved issues through querying and analyzing data from SQL server/Snowflake/AWS data marts
- Worked in a matrixed environment and collaborated across multiple teams to solution and deliver IT products
- Established regular touch point meetings and produce leadership project progress report
- Recruit and develop staff

08.2016 -
11.2018

Manager, IT Data Engineering

OptumRx – a UnitedHealthGroup Company

- Led a team of 16 direct reports composed of on/offshore developers, dev ops, architects, and QA/data analysts
- Led the transformation of manual reporting to Tableau platform and automated files
- Responsible for all data integration across enterprise for a multi-tenant Salesforce Org
- Managed internal SQL databases, Servers & ETL processes (Talend & SSIS)
- Drove & planned Infrastructure upgrades and technology changes to enable system stability and scalability
- Managed production issues as identified by users
- Established change management & release management processes using ServiceNow and CA Agile
- Established processes to stay within company & government compliance guidelines
- Defined features, write user stories and create user acceptance criteria.
- Hosted all scrum ceremonies. Guide, mentor and remove roadblocks for delivery teams. Keep teams accountable for sound delivery.
- Oversaw capital projects, requests, budgeting, allocation of resources and hiring new employees
- Evaluated and proposed solutions that are best suited for business needs such as tools and resources
- Identified business needs from stakeholders and recommend best designs/solutions
- Led meetings with multiple levels of personnel from SVPs, Directors to IT, managers, and vendors
- Reviewed staff work for accuracy, perform annual reviews, and complete disciplinary actions as needed

02.2015-
08.2016

Sr Report Analyst

OptumRx – a UnitedHealthGroup Company

- Led a team of 5 reporting analysts and oversaw report development for clinical management programs and pharmaceutical-contracted data reporting
- Managed all responsibilities related to the delivery of assigned pharmaceutical-contracted data reporting
- Led on-going meetings with hubs or pharmaceutical clients for report-related issues or new implementations
- Improved process related to data/reporting issues with “think outside of the box” approach
- Maintained flow of accurate data reporting for new and existing contracts
- Assisted in implementing changes to existing reports or deploy new reports
- Piloted and established the framework to deliver clinical management metrics via Tableau and Alteryx
- Acted as final quality control for the release of reports into production
- Liaised between technical teams and customers and provide support to end users
- Restated any correction data within the expected timeframe specified by contracts

07.2014-
01.2015

Report Analyst

OptumRx – a UnitedHealthGroup Company

- Owned all responsibilities related to the delivery of assigned pharmaceutical-contracted data reporting and manage all related-issues
- Led on going meetings with hubs or pharmaceutical clients for report-related issues or new implementations
- Maintained flow of accurate data reporting for new and existing contracts
- Assisted in implementing changes to existing reports or deploy new reports
- Acted as final quality control for the release of reports into production
- Liaised between technical teams and customers and provide support to end users
- Restated any correction data within the expected timeframe specified by contracts

06.2007-
06.2014

Sr IT Business Analyst

Atéssa Benefits Inc. – a Benefits Consulting and Administration Company

- Maintained, troubleshoot, QA and assisted in development of MS Access/SQL database applications for benefits administrations
- Gathered and documented requirements through conducting interviews with internal and external customers
- Documented processes. Recommended and Improved efficiencies by on-going review of current processes and applications in use.
- Developed use cases and analyzed data requirements for new business implementation
- Gathered requirements, designed and developed reporting tools for end users using MS Access, VBA and Crystal Reports
- Handled the enhancement requirements for the in-house benefits administration platform and provided ongoing maintenance and support
- Integrated programs using MS Access, Excel, VBA, and Adobe Acrobat to automate tasks such as perform complex benefit calculations and produce correspondences in Adobe Acrobat
- Prepped and analyzed personnel and financial data from multiple sources such as Excel, Access, Oracle or SQL databases and extract/create into desired data files for importing or producing reports
- Oversaw and maintained data integrity of all databases
- Evaluated data gathered from multiple sources and resolve data issues
- Produced ad-hoc reports using Access, Excel, and Crystal Reports
- Collaborated with vendor to develop customized web calculation tool for large pension plan end users
- Trained and supported staff in specialized calculations and in-house applications
- Led a small team handling special projects and new client implementation
- Worked with different levels of internal/external personnel to accomplish mutual goals
- Served as a subject matter expert on large qualified plans; analyzed and recommended solutions for complex benefit issues

08.2006-
06.2007

Admin Consultant II

Polycomp – a Benefits Consulting and Administration Company

- Administered mid-size to large qualified plans including Defined Benefit Plans; Profit Sharing Plans; 401K Plans
- Performed actuarial calculations including Benefit Projection, Normal Cost and prepare valuations
- Attended client meetings periodically
- Participated in conducting enrollment meetings with financial advisors
- Communicated extensively with plan sponsors, verbally and in writing, on issues related to plan events.
- Researched and troubleshoot various plan-related issues (i.e., legal, compliance, operational)

- Played a key role in assuring the accuracy and timelines of all administration processing, reporting and coordinating plan related events.
- Monitored plan efficiency and suitability to employers and recommend plan design changes and initiate amendments and new plan documents.
- Served as a committee member of internal process and efficiency improvement program team