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## Keira Wulfe

Spokane, WA

[WulfeKeira@gmail.com](mailto:WulfeKeira@gmail.com)

503-980-8030

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## PROFESSIONAL SUMMARY

Earned several promotions due to exemplary work performance and continually going above and beyond in assigned roles resulted in additional skills which included product ownership, project management, change and implementation management, and analytics. Then applied this experience to transform data to identify business and reporting needs into actionable tasks for internal and external customers.

## SKILLS

SQL, SSRS, Excel (Formatting, Vlookups, Pivot Tables), Agile Methodologies, Power BI, Azure Devops, UI/UX Mockups, Resource Management, Jira, ERP (ServiceNow)

## PROFESSIONAL EXPERIENCE

### CorVel Corporation

November 2018 - April 2020

#### *Reporting Analyst*

- Built reports using regulatory guidelines for new and existing customers to analyse healthcare and financial data which include performance metrics, hospital data, billing information, and patient data using SSRS, SQL, Power BI, and Excel
- Analyzed and made recommendations for updates to current reports and reporting processes in order to streamline operations using Jira for tracking purposes
- Troubleshooted and resolved customer inquiries in regards to data and reporting when errors or anomalies occurred
- Performed QA testing for updated and created reports, stored procedures, and pr
- Participated in sprint ceremonies as an SME on reporting which included daily stand ups, backlog grooming, sprint planning, and sprint retrospectives
- Worked with stakeholders to establish priorities and develop requirements for additional reporting needs and then managed timelines and resource planning to meet required deadlines
- Created training material for product releases and held jam sessions for internal and external customers

### Symbeo, A Corvel Corporation

October 2014 - November 2018

#### *Implementation Team Lead*

- Wore multiple hats in order to continually achieve and exceed business objectives and expectations which included business analytics, change management, project management, and product ownership
- Business Analyst: Established and updated processes for Symbeo change management, project management, and product development teams by identifying issues and areas for improvement.
- Business Analyst: Created dashboards and reports in ServiceNow to review project and change status, resources, and burn-downs of the week resulting in increased efficiency and status sharing across departments
- Change Management: Reviewed incoming changes for return on investment, task requirements, approvals, and team assignment. On acceptance managed the resource planning, implementation, timelines, and customer expectations surrounding acceptance and deployment.
- Project Management: Owned the delivery of technical initiatives which included budgeting, resource planning, timeline management, and team assignment

- **Project Management:** Assessed project plans and identified essential tasks, reprioritizing tasks during the implementation phase, identified and evaluated alternative approaches to meet deadlines when needed, and performed risk assessment
- **Implementation:** Configured and tested rules engine for ongoing projects and change requests
- **Incident and Escalation Management:** Identified, assigned, managed, and also resolved technical and business incidents and followed up after to confirm resolutions
- **Product Owner:** Performed sprint ceremonies which included sprint planning, daily stand-ups, backlog grooming, sprint review, and sprint retrospectives.
- **Product Owner:** Generated user stories, features, and epics by working with the product management team, stakeholders, and end-users for ongoing technical efforts for ETL and rule engine API's and also created roadmaps for 6 months out
- **Auditing:** Performed bi-annual audits for the IT department by working with auditor's to review data and processes to confirm standards and regulatory requirements then working with departments post-audit to resolve any known issues

## **Xerox**

**January 2014 - July 2014**

### ***Call Center Representative***

- Performed billing review, account issue resolution, and technical support based on customer needs

## **Castle Megastore**

**December 2007 - October 2013**

### ***Assistant Manager***

- Maintained inventory and addressed order needs as well as managed stock in order to stay up to date with new products
- Performed B2B guerrilla marketing by working with other business to establish relationships and promotional deals that benefited both parties
- Trained employees to interact with customers, perform sales, and provided 1:1 reviews.
- Worked with customers to maintain sales objectives and obtain feedback on ways to improve the store

## **EDUCATION**

Western Governor's University, General Coursework, No Degree, 2013 - 2017