

Profile	<p>I am a detail-oriented and diligent professional with extensive experience in technical writing, process improvement, and data analysis. I excel in transforming processes from hard copy to digital formats and automating redundant tasks, driven by a strong analytical mindset. Renowned for innovative problem-solving skills and a proactive approach to efficiency improvements, I have a passion for creating comprehensive documentation and insightful reports. In my spare time, I enjoy playing chess, photography, and video creation, and I am currently exploring and experimenting with artificial intelligence.</p>
Skills	<div> <div> — Microsoft Office — Microsoft Visio/Project — Power BI / Tableau — Leading Teams — Process Improvement </div> <div> — Budget Stewardship — Stakeholder Communication — Vendor Management — Partnership Management — Webmaster Certification </div> <div> — Digital Transformation — Communication — Project Management — Marketing/Adobe — Critical Thinking </div> </div>
Experience	<p>Blue Cross & Blue Shield TN --October 2020 - Present <i>Print Operator III – Internal Print Operations</i></p> <ul style="list-style-type: none"> • Lead print management projects ensuring timely and budget-compliant delivery insuring accuracy and clarity on all written materials. <ul style="list-style-type: none"> ◦ CMS, checks, COBRA, FEP, EOB, EDM etc. • Process Improvement & Budget Stewardship <ul style="list-style-type: none"> ◦ Developed a process to implement cost-saving measures for the department during printer malfunctions. • Project management: lead projects ensuring timely and budget-compliant delivery. <ul style="list-style-type: none"> ◦ Presentation for biweekly throwdown. ◦ Game for teams presentation ◦ Team-building games for department meetings. ◦ Videos for presentations and divisional meetings • Vendor & Partnership Collaboration <ul style="list-style-type: none"> ◦ Communicate with Xerox to relay what is wrong when the printers go down to facilitate a shorter down time. • Stakeholder Communication Collaborate with cross-functional teams to enhance print processes. <ul style="list-style-type: none"> ◦ Grievance packets ◦ Billing ◦ Checks • Spearheaded digital transformation initiatives, transitioning from paper to digital formats & developing comprehensive technical manuals and documentation. <ul style="list-style-type: none"> ◦ Check logs (Microsoft Excel) ◦ Training documentation (Microsoft Word) ◦ Transaction print log (Microsoft Excel) ◦ Compiled IPO Equipment manuals into digital format (Microsoft Excel) <p>Wright-Patterson Air Force Base AFIT – Cyber Division March 2016- July 2019 <i>Technical Writer / Data Analyst / Project Coordinator</i></p> <ul style="list-style-type: none"> • Stakeholder Communication <ul style="list-style-type: none"> ◦ Investors, professors & graduate students • Project Management <ul style="list-style-type: none"> ◦ Research UI & UX applications. ◦ Edited survey and research articles ◦ Data analysis ◦ Maintain database ◦ Reports & presentations ◦ Data visualization

<p>Experience</p>	<p>Berks Design 8+ years <i>Owner / Project Manager / Technical Writer / Data Analyst</i></p> <ul style="list-style-type: none"> • Project Management - Managed client projects from concept to completion. <ul style="list-style-type: none"> ○ Programming ○ Webmaster certification <ul style="list-style-type: none"> ▪ Specialized in creating user-friendly web designs and interfaces. ○ Digital transformation <ul style="list-style-type: none"> ▪ Transitioned client documentation and processes to digital platforms. ▪ Automating processes for clients • Team Leadership <ul style="list-style-type: none"> ○ Led teams in facilitating program planning and management for digital transformation initiatives. • Process Improvement <ul style="list-style-type: none"> ○ Authored, implemented, and enhanced client collaboration processes and procedures. • Resource Management <ul style="list-style-type: none"> ○ Ensured all digital transformation initiatives were efficiently and appropriately resourced through effective effort and cost forecasting. • Budget Stewardship <ul style="list-style-type: none"> ○ Managed company budget & project costs to ensure all initiatives delivered on time and within allocated budgets. • Stakeholder Communication <ul style="list-style-type: none"> ○ Provided visibility to the executive teams of clients and all stakeholders on the status of projects and product portfolio. • Vendor & Partnership Management <ul style="list-style-type: none"> ○ Developed and managed vendors and partnerships to create easy access to new solutions and capabilities, always created with the ability to scale in a cost-effective manner. <p>Prior to owning my own company I was the Business Manager for a construction company, for over 8 years.</p> <p>Please see my website and LinkedIn Profile for additional information or additional certifications.</p>
<p>Education</p>	<p>University of Cincinnati – Cincinnati Ohio Master of Science GPA 3.784/4.0</p> <p>Albright College — Reading, PA Bachelor of Applied Science -GPA: 3.984/4.0</p> <p>Albright CTC— Reading PA Certified Web Developer</p>