

Justin DeCleene

jdecleene95@gmail.com

www.linkedin.com/in/justindecleene

CAREER SUMMARY Extensive experience and formal education in database management and analyzing business requirements. Highly motivated and resourceful when researching business constraints and seeking answers in large data sets. I've used macros to test claim systems. I'm also highly skilled with running claim, eligibility, and foundation directory extracts in order to join to other data sources and answer business questions. My skills in Excel, Access, and SQL are advanced. I can communicate technical system problems at a high-level to executive management. I'm also comfortable giving project updates and presentations to executive management regarding data findings.

TECHNICAL SKILL SUMMARY

SharePoint	Medicare Part D	Agile	TeraData/Toad/SQL
Project Management	Claim Adjudication	Database Management	Root Cause Analysis
MS Access	MS Project	Data Analytics	MS Vizio

WORK EXPERIENCE

Provider Data Technical Specialist 2018

Cigna - Total Health and Network Quality and Performance

- Build and maintain automated databases that identify defects in provider data using data mining and business intelligence tools.
- Identify provider quality trends and data defects, build provider quality reports, and communicate holistic provider data quality analysis.
- Analyze complex data relationships and the corresponding relational database connection.
- Interface with both upstream and downstream partners and partake in data and process discussions to resolve any issues in the provider audit process using Six Sigma standards.
- Maintain inventory of failures as fed by audit data obtained through analysis and reporting related to claims, directory, network, contracts, reimbursement, and system fallout.
- Conduct comparative, diagnostic, and statistical analysis with the overall goal of improving the quality in provider data for our customer, client, and provider experience of quality outcomes

Systems Specialist 2015-2018

Cigna Healthspring – Medicare Part D Operations and Oversight

- Sift through Gigabytes of claim data to find and remediate system errors
- Manage SharePoint and automation tools to optimize remedial departmental tasks
- Provide reports with technical claim data to colleagues and draw meaning from trend analyses
- Act as a subject matter expert to a team of 8 technicians and 2 analysts
- Participate in projects, root cause analysis, quality and process improvement initiatives
- Manage daily workload of audits, testing, and backlogs to monitor capacities
- Conduct validations and testing, reporting errors accordingly

EDUCATION

University of Maryland, Baltimore County	Baltimore, MD	2015-2017
Masters of Information Systems		
University of Maryland, University College	Adelphi, MD	2014-2016
Masters of Business Administration		
Towson University	Towson, MD	May 2014
Bachelor of Science in Chemistry		

CERTIFICATIONS

SSBBP	Six Sigma Black Belt Professional	Mgmt & Strategy Institute	2015
SSLP	Six Sigma Lean Professional	Mgmt & Strategy Institute	2015
CSPO	Certified Scrum Product Owner	Scrum Alliance	2015
CSM	Certified ScrumMaster	Scrum Alliance	2015
ITIL	Information Technology Infrastructure Library		2015
PBM-CT	Pharmacy Benefit Management – Certified Technician	Expires: March 2019	
CPhT	MD State Board of Pharmacy - Technician	Expires: February 2019	
PTCB	Pharmacy Technician Certification Board	Expires: January 2020	