Marx Gayden

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PROFESSIONAL EXPERIENCE:

Cigna Inc., Bloomfield, CT
Data Measurement & Reporting Advisor   **04/2020 – 07/2023**

Managed and coordinated the collection, correction and change of all aspects of telephony, sales and leads data both internal and external to Cigna Supplemental Benefits (CSB). Oversaw the efficient and effective system implementation and integration of business rules. Oversaw the implementation of new processes and procedures. Led the definition, design, develop and deployment of sales, leads, call center data and performance reports, dashboards, scorecards and business solutions for our Direct to Consumer (DTC) organization using the platforms and tools listed below. Mentors and coaches junior level reporting analyst on company SAS programming, business intelligence and database schemas. Platform and tools: Salesforce, SAS EG 9.4, SQL Server 2016, Tableau 10.x desktop and server, Visual Studio 2015, Teradata, MS Office 2013 suite, TOAD Data Point, SharePoint 2016, Power BI desktop and Jira. Major accomplishments: Procured a 50GB database from Cigna Private Cloud (CPC), extracted, transformed and loaded (ETL) the DTC reporting and analytics data mart at zero cost to the organization. Built and administrated the DTCCSB SharePoint site. Automated data collection process which saved 3 hour per day.

Cigna Inc., Bloomfield, CT
Business Intelligence & Informatics Analyst   **12/2016 – 04/2020**

I defined, designed, developed and deployed financial and performance reports, dashboards, scorecards and business solutions for the Reimbursement, Collaboration and Capitation Operations (RCO) as well as Continuous Quality Improvement (CQI) using the platforms and tools listed below. Set-up queries, pulled and manipulated large data sets to perform data analysis, data blending, data collection, and data migration based on the data sets. Platform and tools: SAS EG 7.1, SQL Server 2013, Tableau 10.x desktop and server, Oracle 11, Teradata, DB2, MS Office 2013 suite, TOAD Data Point, SharePoint 2013, Power BI desktop and Rally. Major accomplishments: Automated Vendor Fee Reimbursement (VFR) pend report where 2 hours or 98 percent time saving was achieved with a 95 percent file size reduction. Automated file downloading for PowerMHS Flash reporting which saved 20-30 minutes or 30 percent time savings. Developed and implemented the eviCore to CARP file process that reduced the process by 60-70 percent. Procured a 50GB database from Cigna Private Cloud (CPC), designed, built and loaded (ETL) and managed the reporting and analytics data mart.

Humana Inc., Louisville, KY
Financial Technical Reporting Consultant   **4/2015 – 12/2016**

I defined, designed, developed and deployed financial and performance reports and business solutions for the underwriting and actuarial departments using the platform and tools listed below. Platform and tools: SQL Server 2008/2012, SQL Server Reporting Services, QlikView 11, Tableau 9.0 desktop and server, Oracle 11, Visual Studio 2010, Alteryx Designer 10.1, MS Office 2010 suite, MS Access 2010, Visio 2013 Professional, SharePoint 2010 (BI web part/services). Major accomplishments: Developed and implemented an Excel application (Renewal Letter Generator) that reduced the production of customer renewal letters by 98 percent. Reduced reporting turn-around time and improved report accuracy by 75 percent; procured a 50 gig database from Humana IT department, designed, built and loaded (ETL) and managed the reporting data mart.

FirstCare Health Plan, Austin, Texas
Reporting Analyst   **1/2013 – 4/2015**

Reported to the Director, Business Intelligence Services. I define, design, develop and deploy reports using multiple technologies. Mentors, coaches and trains junior level data and/or reporting analyst on company information architecture, data warehouses, business intelligence data marts and database schemas. Major accomplishments: Saved FirstCare health plan about 35% in monthly reporting costs. Developed and implemented new procedure that reduced ad-hoc reporting turn-around time by 45 minutes. Platform and tools: SQL Server 2012, SQL Server Reporting Services, Visual Studio 2005, MS Office 2010 suite, MS Access 2010, Visio 2010, Business Objects XI/ Crystal Reports 2008, AMISYS healthcare system.

EDUCATION/CERTIFICATION:

Certification, Loyalist College, Information Technology Infrastructure Library
Certification, University of Texas, Software Project Management
B.S., University of Wisconsin, Computer Information Systems
A.S., University of Wisconsin, Computer Science