**[Product Management Analyst](https://www.postjobfree.com/resume/ad1qj7/product-management-analyst-chicago-il)**

**Location:**Chicago, IL

**Posted:**December 06, 2023

**Contact Info:**

tricia.r.rawson@gmail.com

515-554-8316

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**Resume:**

Tricia Rawson

515-554-8316 Tricia.R.Rawson@gmail.com

https://www.linkedin.com/in/triciarawson

Technical business efficiency professional with advanced skills in data management, report development, and dashboard

development. Detail oriented professional with proven experience in data manipulation techniques, project documentation, and

data organization skills using Excel, Access, SAS, SQL, and PowerBI for report development. Highly advanced communication skills

with the ability to communicate complex ideas in simple format, scrum agile team collaboration techniques, strong relationship

building skills, end-user and stakeholder communications, as well as balancing stakeholder expectations within project scope

limitations.

Professional Experience

TrueNorth Companies

- Data Developer II November 2022-Present

In the role of data developer II my primary responsibilities are designing, developing, and managing reports and dashboards using

PowerBI, as well as implementing automations for business efficiency efforts for all client dashboards. Monthly performance of

quality analysis to verify the accuracy of the data points between client data provided and the dashboards is also necessary. Other

responsibilities include the monthly processing of claims data into RMIS using Power Query Editor, as well as coordinating and

organizing the monthly data collection from clients between sources such as Sharepoint and file explorer. (Microsoft Office Suite,

Outlook, Excel, PowerBI, Wrike, Zoom, Microsoft Teams, Sharepoint, Visual Studio, SQL Server, SSIS, AWS, RMIS, and Power Query

Editor.)

Modotech, Inc.

- Rating Programmer September 2020 ? July 2022

In the role of rating programmer my key responsibilities include managing rating algorithms and processing rate changes each

quarter for all of our client insurance companies, in addition to developing completely new rating algorithms for new programs with

current client companies or new client companies within SQL Server. The rating specialist role requires mathematical skills to an

extent with the ability to create, change, and test rating algorithms with some complexity. It requires the ability to define in lamen?s

terms what is taking place in explanation to the client of what is necessary from a technology standpoint as well as the ability to

understand and apply the specific requirements around insurance guidelines. (Microsoft Office Suite, Excel, PowerPoint, Google

Docs, Google Drive, Gmail, Axosoft, Slack, Skype, Zoom, Google Chat, Google Meets, Adobe Acrobat, internal tools, Beyond Compare

4, SQL Server, SQL Studio, Eclipse, VB, ColdFusion, Java, HTML, MS-Access, Zyxel VPN, Multiple Real Time Raters and Third Party

Interfaces, as well as 30 different client proprietary databases.)

US Census Bureau

? Enumerator July 2020 ? September 2020

Acquired and verified location information via telephone or physical appearance for the purpose of collecting the necessary

information for the US Census to formulate accurate calculations of US National residents and where they presently reside.

Distributed specific documentation as it pertained to certain household types physically and made additional attempts to contact

those who were unable to be reached by phone. Managed and maintained records, time entry, and task statuses via Census

distributed Apple I Phone.

SelectQuote Auto & Home

- Property Casualty Health Advisor March 2020 - June 2020

As a licensed insurance agent and property casualty health advisor I speak with individuals and families to perform an analysis of

their insurance needs and set them up with personal lines insurance policies from the 20 different A-rated insurance companies

available with SelectQuote. During open enrollment season I focus solely on working with individuals in need of medical insurance

products such as Medicare. I perform an analysis of their medical insurance needs while taking into consideration the underwriting

qualification requirements, then set the individuals up with the medical coverages they need based on their specific situation.

(Microsoft Office Suite, Excel, PowerPoint, Google Docs, Skype, Zoom, VPN, EzLynx, SelectCare CRM, and 20 insurance carrier quoting

systems.)

Capella University

- Data Analytics Virtual Internship January 2018 ? June 2021

Project management of large ETL/ELT processes including data testing, manipulation, and management; as well as software

development for multiple fictitious businesses in the roles of Developer, Business Analyst, Project Manager, and Data Analyst in

collaboration with other student interns virtually to solve real world fictitious business issues using large data sets and technology

applications. (Microsoft Office Suite, PowerPoint, Google Docs, GroupMe, Google Hangouts, Skype, VPN, VM, MS Project 2016, Excel,

SAS, SQL, R, Python, Tableau, JAVA, HTML, CSS, Jira, Confluence, Visual Basics, Netbeans, Azure, Paired Programming, UAT, Visio,

Moqups, Wireframe, RestAPI, OOP, ETL/ELT, TDD, KPI's, JDK, JDBC, and GitHub.)

Mercer, Inc.

- Technical Project Manager May 2017 - August 2017

In the role of Project Manager for the development and implementation of a multi-quoting database for the insurance sales

department I Performed SDLC research as well as stakeholder and end-user communication throughout the project. Led the team

sprints each week and documented project status details via MS-Project 2016 and Jira. Utilized visualization tools such as Wireframe

and Visio to present the website structure to internal stakeholders. Developed and implemented a PowerPoint training presentation

for the end users in my insurance sales department. (Microsoft Office Suite, Microsoft Project 2016, Outlook, Skype, Google Meets,

Jira, Confluence, Scrum, Agile, OOP, Visio, Wireframe, PowerBI, UAT, KPI's, and SLA's).

- Insurance Sales Representative II August 2015 - August 2017

Quoted and sold property/casualty insurance products of eight different insurance carriers to individuals and families via an inbound

call center. Collaborated with members of the service department as well as insurance carrier underwriters when necessary to

provide the best sales and service experience for potential policyholders. Closely monitored my own performance to set goals for

higher achievement of KPI's and SLA's. Assisted leadership with training and acclimation of new sales agents as well as performance

of follow-up calls to previous department escalations. (Microsoft Office Suite, Outlook, Excel, PowerPoint, Skype, KPI's, and SLA's and

20 insurance carrier quoting systems).

Educational History

Master of Science Information Technology & Data Analytics

Capella University January 2018- Tentative January 2025

Bachelor of Science Business Administration