

Jenny Theodore

BUSINESS SYSTEMS ANALYST | OPERATIONS ANALYTICS | PROCESS IMPROVEMENT

St. Louis, MO | (314) 688-9461 | Jtheodore492@gmail.com | linkedin.com/in/jenny-theodore-7549a7227

PROFESSIONAL PROFILE

Data and business systems analyst with 4 years of experience analyzing operational and enterprise data, investigating performance and data-quality issues, identifying root causes, and translating findings into actionable process and system improvements. Experienced using SQL, Excel, Databricks, and Tableau to analyze complex datasets, validate reporting outcomes, identify discrepancies and trends, and support data-driven decision-making across technical and business teams.

CORE STRENGTHS

Business Analysis • Data Analysis • Requirements Analysis • UAT & QA • Root-Cause Analysis • Data Validation & Reconciliation • Implementation Support • Process Improvement • KPI/Performance analysis • Stakeholder Management • Status & Leadership Reporting • Anomaly detection • Care Management Operations • Qualitative Analysis Validation • Test Scenario Execution • Defect Investigation • Requirements Validation

PROFESSIONAL EXPERIENCE

Intermountain Health

Remote

Business Systems Analyst | Proactive Care & Support Services

Jun 2023 – Present

- Investigate complex patient-data, Salesforce Health Cloud, attribution, care-team, and workflow issues reported by Care Coordination, analyzing business rules, system behavior, and upstream data to identify root causes and coordinate solutions across business and technical teams.
- Perform QA, reconciliation, and source-to-target validation across medical and pharmacy claims data, using SQL to identify mapping discrepancies and verify data accuracy across environments.
- Supported Salesforce Health Cloud implementation and UAT by validating system/reporting outputs against business requirements, investigating discrepancies, and communicating findings to stakeholders.
- Partner with Care Coordination, Salesforce, analytics, data stewardship, Pediatrics, and operational stakeholders to clarify business needs, analyze current-state workflows, document findings, identify system and process gaps, and translate complex issues into recommendations for technical and non-technical audiences.
- Analyzed medical and pharmacy claims data to identify variances, duplicate records, mapping discrepancies, and data-quality issues affecting financial and operational reporting.
- Developed a Power Automate workflow integrating Excel and Microsoft Teams to standardize dashboard submissions across analytics teams and support maintenance of a centralized enterprise dashboard repository.

Intermountain Health

Remote

Technical Data Analyst Apprentice

Jun 2022 – Jun 2023

- Queried and analyzed patient, claims, operational, and financial data using SQL, Excel, and Tableau to investigate business questions, validate system and reporting outcomes, reconcile discrepancies, and support operational decision-making.
- Analyzed Medicaid invoicing workflows, researched discrepancies, and supported process improvements that contributed approximately \$130K in productivity gains and \$151K in additional revenue.
- Built recurring reports and dashboards, performed data validation and quality assurance, and translated technical findings and trends into clear information for non-technical business partners.

SELECTED PROJECTS & LEADERSHIP

- **Intermountain Analytics Summit Leadership (2024–2026):** Progressed from Summit Co-Lead to Facilities Committee Lead to Presenters Committee Lead, coordinating project timelines, communications, presenters, volunteers, logistics, deadlines, and cross-functional stakeholders for an enterprise-wide event.
- **Quality Measures / Claims Analytics:** Supported quality-measure and reconciliation reporting, patient-level measure validation, care-gap analysis, and migration planning; contributed to claims mapping and comparison work used to identify discrepancies and support analytics teams during environment transition.
- **Pediatrics JOC & Executive Reporting:** Supported Joint Operating Committee materials by synthesizing healthcare quality and operational measures into concise, leadership-ready presentations for cross-functional stakeholders.

EDUCATION

Colorado Technical University

Expected Oct 2026

B.S. Business Administration | Logistics & Supply Chain

Management | GPA: 3.94 | Dean's List

Relevant Coursework: Procurement & Acquisitions • Contract Management • Supply Chain Management • Operations Management • Negotiations • Quality Management

TOOLS & PROFESSIONAL DEVELOPMENT

Tools: SQL • Excel • Tableau • Bitbucket • Power Automate • Salesforce Health Cloud • GitHub • ServiceNow • Databricks • Jira • PowerPoint

Development: CAPM Preparation (In Progress) • Multiverse Advanced Analytics Apprenticeship