

# Eileen F. Aquino

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## PROFESSIONAL SUMMARY

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Ten plus years of analytic experience in finance and healthcare. Excels in high-pressure environments by being resourceful and flexible to adapt to changing priorities while maintaining a positive attitude.

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## SKILLS SUMMARY

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- SQL Server Management Studio
- SQL Server Reporting Services
- Crystal Reports
- Microsoft Office Suite
- Tableau
- Qlik Sense
- Executive Viewer
- Jira
- Salesforce

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## CORE COMPETENCIES

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- Software Development Life Cycle
- Business Process Improvement
- Data Governance
- Disaster Recovery
- Agile Methodologies
- Technical Documentation
- Requirements Analysis
- Requirements Gathering
- Vendor Management
- Project Management
- Data Warehousing
- Data Analysis
- Data Integration
- Data Management
- Data Visualization

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## EXPERIENCE

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### Senior Data Analyst

March 2020 – Present

#### Tabula Rasa Healthcare

Moorestown, NJ

- Works closely with clients, product owners and other stakeholders to understand their information needs and develop technical solutions.
- Develops procedures to enhance reporting and query capabilities to improve efficiency and accuracy.
- Develops innovative approaches to manipulate data sets in a way that enables clients to see patterns and trends.
- Designs, develops, tests and implements reports and dashboards.
- Assists with building and maintaining BI dimensional data models to support BI infrastructure.
- Supports, troubleshoots and resolves BI issues from end users.

### Business Intelligence Analyst

June 2016 – March 2020

#### Jefferson Health

Cherry Hill, NJ

- Worked collaboratively with operational leaders, physicians, and quality and patient safety groups to create timely, actionable information used to improve and/or support outcomes.
- Assisted in the development, maintenance, and refining of Key Performance Indicators.
- Used data analysis tools and techniques to access, summarize, and analyze large amounts of data from multiple sources.
- Created reports to identify trends, potential issues and actionable recommendations used throughout the organization to assist management with making strategic business decisions.
- Supported the development of a data warehouse by serving as a technical resource for various source systems.
- Managed client expectations and communicates plans for delivering solutions.

### Systems Analyst

July 2012 – June 2016

#### Fidelity Information Services

Voorhees, NJ

- Provided third level internal customer support for primary accounting system and ancillary applications with a focus on maintaining system integrity.
- Engaged with the appropriate stakeholders to successfully complete multiple system conversions and system upgrades.
- Developed complex SQL scripts used for system implementations, system conversions, system upgrades, reporting, bug fixes and automated tasks.
- Worked directly with business leads to create business requirements and solution documents.
- Developed test cases for UAT.
- Conducted UAT and disaster recovery testing.
- Developed educational/training materials for internal and external teams.

### Support Analyst II

April 2007 – July 2012

#### Fidelity Information Services

Voorhees, NJ

- Provided reliable and timely support to internal accounting and finance customers with a focus on connectivity, effective application use, and supporting documentation.
- Communicated with business units and third party vendors to ensure standards and service level compliance.
- Served as a key user contact for upgrades, conversions as well other related activities that impacted user needs, including user training and support.
- Ensured all operating standards and procedures were met in accordance with guidelines and service levels.
- Provided on-site and offsite end user training for multiple systems.

### Systems Administrator

June 2004 – April 2007

#### PHH Mortgage Company

Mount Laurel, NJ

- Maintained primary mortgage servicing system.

- Provided support to mortgage service staff in researching system related processing problems.
- Researched methods to improve system utilization and improve operational efficiency.
- Performed work-flow analysis to improve efficiency, productivity and cost savings.
- Served as a business analyst and liaison between IT and the business.
- Drafted business requirements needed for bug fixes and enhancements for the system interface between the front end mortgage system and back end mortgage servicing system.
- Coordinated and completed testing of bug fixes and enhancements.

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## EDUCATION

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**Rowan University**

Bachelor of Science, Business Administration  
Specialization: Management Information System

**May 2004**  
Glassboro, NJ

