JESSICA HAYDEN

DATA & REPORTING ANALYST

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[LinkedIn](https://www.linkedin.com/in/jessica-hayden85/)

**PROFESSIONAL PROFILE**

Results focused, analytical, collaborative data & reporting analyst specializing in automation and process optimization with 5+ years of experience developing automated reporting systems and data pipelines. Proven track record of reducing manual processes by up to 85% through innovative technical solutions. Worked with cross-functional teams and led technical projects to streamline data delivery and improve operational efficiency. Experienced in gathering requirements, designing and coding new reports, maintaining and enhancing existing reports, and building automated solutions. Expert at data validation and error tracking across multiple business domains.

**TECHNICAL SKILLS**

**Data Analysis & Databases: SQL Server, Azure Data Studio, Excel (advanced)**

**Programming & Automation: Python (pandas, numpy, openpyxl, pyodbc, matplotlib), Jupyter Notebooks, ETL pipelines, automated reporting, Git/Bitbucket version control**

**Visualization & Reporting: Power BI, Tableau**

**Business Tools:** JIRA, Microsoft Office Suite

**Domain Expertise:** Process optimization, business process automation through reporting solutions, cross-functional collaboration, performance metrics, KPI tracking, business intelligence

**EXPERIENCE**

[**Persante Health Care**](https://persante.com/)| Dec 2021 – May 2025

**Reporting Analyst**

Mt. Laurel, NJ

Automated 30+ recurring reports and workflows, *reducing manual effort by up to 85%* and improving data delivery across 7 departments.

* Designed and implemented an end-to-end automated "Cold Feed" reporting solution for the billing of sleep studies. This system *reduced manual processing from hours to minutes* and ensured consistent, error-free report distribution.Collaborated directly with clients via email and video calls to troubleshoot issues and gather requirements for report modifications.
* Eliminated system bandwidth issues and crash incidents by migrating from manual Excel-based reporting to automated SQL + Python pipelines using SQL Server, Python (pandas, pyodbc, openpyxl), and Windows Task Scheduler for mail automation.
* Created Power BI dashboards and reports for executive stakeholders before transitioning to Python-based solutions for cost optimization.
* Utilized Git version control and BitBucket repositories for collaborative coding projects, managing physician sleep study template development with JIRA ticket tracking and change documentation.
* Collaborated cross-functionally to troubleshoot data discrepancies, define reporting requirements, and translate business needs into repeatable solutions.
* Collaborated with stakeholders and team leads to refine reports that impacted patient care.

[**Burlington Stores**](https://www.burlington.com/) | Mar 2020 – Dec 2021

**Order Specialist**

Burlington, NJ (100% remote)

Responsible for the efficient, prompt, and accurate creation of purchase orders for Burlington’s new merchandise.

* Utilized advanced Excel techniques (VLOOKUP and pivot tables) to manage and analyze purchase order data.
* Ensured accuracy of merchandise order processing.

[**InsPro Technologies**](https://www.linkedin.com/company/inspro-technologies_2/)| May 2014 – May 2019

**Operations Analyst**

Eddystone, PA
Led cross-functional teams through complex system migration validations to ensure 100% data integrity and minimal downtime. Coordinated validation processes across multiple client implementations.

* Supported QA and configuration teams by producing error tracking reports based on root cause analysis.
* Maintained and updated company validation procedures and SOP documentation for critical business processes.
* Conducted ad hoc configuration updates and comparative release analysis to ensure accuracy and efficiency in client system implementations.
* Analyzed financial discrepancies in daily and weekly G/L and claims extracts.

[**Shining Lights Early Childhood Center**](http://www.shininglightsonline.org/) | September 2009 – May 2014

**Bookkeeper**

Cherry Hill, NJ

* Created and maintained monthly financial Excel reports for profit/loss margin analysis.
* Analyzed financial data and AR trends.

**EDUCATION & CERTIFICATIONS**

AS in Business Administration

Camden County College (2007)

IBM Data Analyst Professional Certificate; Coursera (In Progress)

Data Science Certification; Microsoft Professional Program (2019)