

Jessica Hayden

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Objective

Results-focused data analyst and automation consultant with 5+ years of experience building dashboards, streamlining reporting pipelines, and delivering high-value insights across healthcare and business operations. Recently launched a solo consulting practice and currently seeking collaborative, high-impact projects that value speed, quality, and creative problem-solving.

Experience

Independent Data Consultant | Jess Hayden Consulting | Remote

May 2025 – Current

- Launched a freelance data consulting business specializing in report automation, data cleanup, and dashboard development using SQL, Python, Excel, and Power BI.
- Developed tools and automated workflows for healthcare and creative industry clients, including:
 - **Invoice Automation Tool:** Automated batch invoice creation and email delivery, reducing manual workload for clients by 90%
 - **Piracy Patrol:** A tool for indie authors to detect and report pirated versions of their books across the web.
- Built branded tools under a niche author-focused brand ('Plot Twists & Pivot Tables') to help indie authors streamline content tracking, protect their work from piracy, and make data-driven marketing decisions.
- Actively growing client base via LinkedIn, Fiverr, and Upwork by showcasing automated solutions and custom analytics support.

Junior Reporting Analyst | Persante Health Care | Mt. Laurel, NJ

December 2021 – May 2025

- Automated over 30 recurring reports and workflows using SQL, Python, and Excel, reducing manual reporting time by up to 85% and supporting cross-functional initiatives across 7+ departments, ranging from operations to client-facing teams.
- Built robust, scalable reporting pipelines for ad hoc and recurring deliverables using SQL stored procedures, Python scripting, and Excel automation.
- Led development of a fully automated Cold Feed report system, combining SQL query logic, Excel formatting via Python, PDF consolidation, and automated file delivery through email – reducing manual time from hours to minutes.
- Converted legacy manual reports into automated solutions using Task Scheduler, drastically reducing risk of human error and improving data efficiency.
- Maintained and optimized sleep study interpretation templates and systems, working across both SQL and internal tools to ensure accurate and compliant reporting.
- Collaborated with cross-functional teams to troubleshoot data issues, implement workflow improvements, and support CMS validations.
- Relied on by teams across the organization for report automation and technical troubleshooting, consistently reducing manual effort and improving data accuracy.

Order Specialist | Burlington Stores | Burlington, NJ

March 2020 – December 2021

- Utilized advanced Excel techniques including VLOOKUP and pivot tables to manage and analyze purchase order data, ensuring accuracy in merchandise order processing.
- Responsible for the efficient, prompt and accurate creation of purchase orders for Burlington's new merchandise.

- 100% remote due to COVID-19
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Operations Analyst | InsPro Technologies | Eddystone, PA
May 2014 – May 2019

- Assigned and tracked open issues found in validation for expedited resolution. Documented root cause and resolution for complete closure.
 - Maintained and updated company validation procedures and SOP documentation for critical business processes.
 - Conducted systemic configuration updates and comparative release analysis to ensure accuracy and efficiency in client system implementations.
 - Analyzed and documented daily G/L imbalances and weekly claims queries in Excel, researching financial transactions and providing detailed reports for client review and correction.
 - Created project estimation workbooks in Excel.
 - Developed monthly financial reconciliation reports by extracting, transforming, and analyzing employee timecard data using Excel pivot tables.
 - Configured Salesforce to streamline project tracking, financial reporting, and resource management.
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Bookkeeper | Shining Lights Early Childhood Center | Cherry Hill, NJ
September 2009 – May 2014

- Created and maintained monthly financial Excel reports for profit/loss margin analysis.
 - Analyzed financial data and AR trends.
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Summer Intern | InsPro Technologies | Eddystone, PA
June 2009 – August 2009

- Supported QA initiatives for proprietary insurance policy administration platform by:
 - Generating test data through creation of synthetic insurance policies to enable comprehensive system testing.
 - Participating in load testing to identify and reproduce system performance issues affecting multiple concurrent users.
 - Collaborating with QA team to maintain data integrity in test environment.

Education & Certifications

Associate of Science in Business Administration
Camden County College (2007)

Certifications

- *Introduction to Data Analytics – IBM via Coursera (2025)*
- *Python for Data Science, AI and Development – IBM via Coursera (2025)*
- *Microsoft Professional Program in Data Science Certification – Microsoft (2019)*

Skills

- **Technical:** SQL, Excel (advanced), Python, Pandas & NumPy, Data visualization, Power BI, ETL processes, Microsoft Office Suite, Salesforce configuration, JIRA
- **Professional:** Strong analytical and problem-solving skills, creative thinking, results-driven, quick learner, adaptable, Agile methodologies experience, strong communication, excellent writing skills, team player