Janekia Pinkard

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OBJECTIVE

Seeking a challenging role where I can utilize my extensive experience and demonstrated expertise in time management, organization, and process improvement to contribute to the optimization and enhancement of operational efficiency within diverse environments. My goal is to leverage my skills to support team success and deliver consistently high-quality results while maintaining a dependable schedule.

TECHNICAL / COMPUTER SKILLS

Certified:

Node.js,Yarn, React, Bootstrap, HTML, CSS, Javascript(vanilla), Sass, Scss, JSON, Github, GitBash, VSCode, Postman, Express.js, MongoDB, jira, confluence, Android Studio

supabase, powerBI, PostgreSQL Server and pgAdmin

Worked:

Slack, Notepad, MoodleMobile, MicrosoftOfficeOpenOffice3.3, GoogleMaps, Google Docs/Drive, Lotus, Notes, AdobePhotoshop, Gimp 2.8, Autodesk, Salesforce, Windows 10, Docushare, Chrome, Basic Python ,Zoom, Workday, Airtable, Snipit, canvas, SAP ariba, Wix, Wordpress, Notepad, Actimize

PROFESSIONAL EXPERIENCE

Freelance Web Developer
Remote / Charlotte, NC | *2023 – Present*

- **Voice Acting Portfolio Website**: Built a custom, responsive website for a professional voice actor using **HTML, CSS, and Bootstrap**, integrating demo reels, testimonials, and contact features.
- **E-commerce Site (DippyDoo)**: Designed a front-end mock e-commerce site with styled product pages, shopping cart interface, and placeholder checkout functionality to demonstrate UI/UX best practices.
- **Resume Portfolio Website**: Developed a personal online resume site highlighting professional history and projects, optimizing layout and design for recruiter engagement across devices.
- **Project Showcase (Nucamp Program)**: Created a multi-page portfolio for web dev coursework, displaying code samples, project breakdowns, and layout design using clean, maintainable code.
- Emphasized **mobile-first** design, accessibility, and clean navigation in all projects.
- Practiced **version control** with GitHub, conducted peer code reviews, and followed web development best practices for maintainable code and collaborative workflows.

AIS (Application Implementation Specialist) – Work from Home
Prime Therapeutics – Insight Global
03/2024 – 12/2024

- Spearheaded the successful design and implementation of multiple new benefit plans within the RxClaim system, ensuring efficient claims processing for over 80 clients.
- Actively managed and processed pharmacy benefit updates from Blue Cross Blue Shield, contributing to seamless integration of new policies and maintaining compliance.

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- Streamlined benefit plan coding processes in RxClaim, reducing errors and improving claims processing accuracy by 10%.
- Led the implementation of benefit plan changes, improving system functionality and adapting to evolving client needs with a 5% increase in processing speed.
- Proactively resolved coding and claims processing issues, leading to a 5% improvement in overall system accuracy and efficiency.
- Executed detailed system testing and validation, ensuring high performance and reducing post-launch issues by 10%.
- Provided expert-level support for Benefit Edit Tool (BET) submissions, enhancing client satisfaction by resolving 8% of submissions on the first attempt.
- Automated benefit plan processes using advanced Excel formulas and macros, reducing manual input time by 2% and significantly streamlining bulk data entry.
- Collaborated cross-functionally with IT and internal departments to enhance system workflows, contributing to a 5% reduction in processing errors.
- Analyzed reports and queries using Excel and internal analytics tools to validate benefit plan builds, identifying discrepancies early and maintaining a 10%+ accuracy rate across all plans.

Freelancer – work from home
Remotask
 01/2024 - 03/2024

- Transformed raw data into actionable insights by meticulously labeling and analyzing complex datasets, enabling data-driven decision-making and the development of impactful business strategies.
- Implemented a comprehensive labeling system that improved model accuracy by 6% across diverse AI projects, ensuring precise data handling and aligning outputs with key business objectives.
- Selected and optimized prompts for AI-generated imagery, improving the accuracy and relevance of analysis by 10%, driving better alignment between user requirements and business goals.

Data Analyst – Contract (Remote)
Disys – Block Inc
06/2023 – 09/2023

- Developed and enforced data management policies and integrity protocols, significantly increasing data accuracy and reliability across cross-functional teams.
- Implemented advanced data validation and cleaning processes, reducing error rates by **50%** and improving data completeness for high-stakes business decisions.
- Automated complex workflows by writing custom **JavaScript scripts** for data merging across **Google Sheets, Docs, and Gmail**, increasing operational efficiency and enabling team self-sufficiency through training.
- Maintained **100% accuracy** in data operations across **Workday, Airtable, and Google Sheets**, streamlining daily processes and reducing manual workload.
- Standardized internal and external data-sharing protocols, improving cross-department collaboration efficiency by **50%** and ensuring compliance with data governance standards.
- Extracted and analyzed datasets to identify quality gaps, using tools like **Snip It** to visualize findings and recommend actionable solutions.
- Optimized database management practices, improving data accessibility and reducing retrieval time by

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65% through effective organization and storage strategies.

Data Analyst – Service Delivery & Technical Operations – Contract (Hybrid)
Disys – US Bank
12/2022 – 05/2023

- Acted as primary data coordinator for onboarding and operational readiness, reducing onboarding time by **40%** through detailed tracking and resource optimization.
- Designed and delivered detailed reporting dashboards using **advanced Excel tools** (Pivot Tables, Charts, VLOOKUP), driving a **100% improvement** in decision-making clarity for project stakeholders.
- Consolidated and maintained key project performance trackers and compliance reports, improving documentation accuracy and oversight efficiency by **40%**.
- Partnered with QA to conduct pre-audit data analysis of evidence packages, contributing to a **100% reduction** in compliance issues by ensuring completeness and accuracy of submitted data.
- Conducted in-depth fraud analytics using platforms like **Actimize, LEAP, SharePoint, and Hogan**, identifying trends and supporting the development of improved fraud detection strategies that increased catch rates by **20%**.
-

Customer Service Specialist
Ability Go
09/2022 – 12/2022

- Established clear communication channels between supervisors and team members, enhancing collaboration and enabling more informed decision-making.
- Streamlined data management by efficiently compiling, categorizing, and verifying information using Jabber, ensuring accuracy across projects.
- Managed up to 12 concurrent sessions across multiple platforms, demonstrating strong multitasking skills and improving data retrieval and documentation speed in Salesforce.
- Resolved customer concerns through proactive problem-solving, strengthening client relationships and maintaining high levels of satisfaction and trust.

Data Analyst – Operational Data & Systems – Contract (Hybrid)
Insight Global – Mood Media
12/2019 – 03/2020

- Standardized operational workflows across departments, reducing error frequency and improving project consistency by implementing unified data protocols.
- Supervised and trained new hires on data systems and internal platforms, improving their onboarding speed and data accuracy.
- Managed daily tasks using **Oracle** and **Service Cloud**, optimizing data flow and improving task completion rates across the team.
- Maintained detailed technical travel logs and project data in **Excel**, enhancing audit-readiness and data retrieval efficiency.
- Juggled multiple data-centric projects simultaneously, delivering results under tight deadlines while ensuring accuracy and clarity.
- Leveraged database systems to organize and manipulate large data volumes, providing reliable support for

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decision-making and performance tracking.

Data Specialist – Customer Records & Confidential Data – Contract
Talent Bridge – Wells Fargo
01/2019 – 12/2019

- Enforced data confidentiality protocols, protecting sensitive customer information and ensuring strict compliance with data security standards.
- Maintained and updated customer records in **Contact Manager**, improving data accessibility and decision support for client services.
- Provided technical troubleshooting for operational tools, minimizing downtime and maintaining efficiency in recordkeeping processes.
- Handled customer transaction data using platforms like **Fusion** and **RSC**, streamlining access to statements and improving client satisfaction.
- Demonstrated strong time and data management skills, balancing multiple responsibilities while ensuring timely and accurate task execution.
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Data Analyst – Field Operations Support – Contract
Carrier HVAC
Feb 2018 – Dec 2018 · Charlotte, NC

- Collected, tracked, and analyzed service claim data using **Service Bench** and **Salesforce**, supporting data-driven improvements in warranty processing and customer service performance.
- Developed custom data reports to identify trends, delegate tasks, and improve team efficiency, contributing to more informed operational decision-making.
- Processed and analyzed warranty claim submissions, ensuring data integrity and timely payouts while optimizing claim workflows.
- Utilized **Excel** for data processing and report generation, leveraging **Pivot Tables** and **VLOOKUP** functions to organize large datasets and produce actionable insights.
- Managed invoice and billing data using **Ariba**, ensuring timely and accurate payments across multiple branches and hubs.
- Improved internal reporting and operational transparency through meticulous documentation and cross-functional data sharing.
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Loan Document Specialist
Wells Fargo, Fort Mill, SC
10/2016 – 01/2018

- Navigated loans through the foreclosure process by coordinating with attorneys and verifying contact through LAM and FAM systems.
- Verified the accurate delivery of foreclosure documents to legal representatives.
- Managed the migration of legal documentation using ICMP (Imaging and Content Management Platform).
- Maintained internal records and tracked documentation workflows using Excel.

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Head Processor
MapAnything Inc., Charlotte, NC
11/2015 – 04/2016

- Created and maintained contacts, accounts, and opportunities within Salesforce with meticulous attention to detail.
- Distributed leads from Salesforce to internal and external sales teams.
- Designed and maintained client feedback tracking sheets using Excel, supporting C-suite decisions.
- Regularly used company software to identify business locations and enhance prospect targeting.

Administrative Assistant
Robert Half – Office Team, New York, NY
02/2015 – 10/2015

- Coordinated and managed inventory orders, including office supplies and custom requests.
- Handled receptionist duties: answered phones, greeted visitors, and managed scheduling.
- Processed daily mail and package deliveries to appropriate departments.
- Provided administrative support to managers, including spreadsheet updates in Excel.

Administrative Assistant
H&R Block, New York, NY
11/2014 – 02/2015

- Managed a high-volume phone system and routed calls to the correct Tax Professionals.
- Scheduled and balanced appointments using the Appointment Manager database.
- Performed clerical duties such as faxing, filing, photocopying, and document handling.
- Maintained strict confidentiality when handling client and tax-related information.
- Used Excel to track client appointments and service metrics.

Processing Coordinator
Talent Bridge – Wells Fargo, Charlotte, NC
01/2019 – 12/2019

- Followed strict confidentiality procedures while managing sensitive customer information.
- Updated customer records and documents using Contact Manager, ensuring data accuracy.
- Troubleshot and resolved issues with office equipment including printers and fax machines.
- Retrieved and sent customer statements using Fusion and RSC, improving service turnaround time.
- Managed multiple tasks simultaneously in a fast-paced environment, consistently meeting deadlines.
- Collaborated effectively with a high-performance team, gaining experience in multi-project coordination.
- Used Excel for data entry and document tracking to support customer service operations.

Business Analyst / Assistant (Intern)
Deutsche Bank, New York, NY
09/2011 – 01/2012

- Created, formatted, and compiled PowerPoint presentations and Excel spreadsheets for the COO of Busi-

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ness Analysis, highlighting market-clearing investment summaries and project/budget updates for the Listed Derivatives division.

- Edited and formatted web pages using the CollabNet Lifecycle Management Tool, supporting marketing and internal communications.
- Conducted product analysis on financial instruments, such as credit default swaps, to educate team members.
- Assisted in redesigning a User-Centered Design Diagram, improving clarity and communication around internal workflow processes.
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EDUCATION

Grand Circus   02/2024 - 03/2024

Major: Basic Analytics

- **Certified in:** Supabase, powerBI, PostgreSQL Server and pgAdmin

Nucamp Coding Bootcamp   10/2020 - 11/2020

Major: Full Stack Development

- **Certified in Languages**: CSS, HTML, and JavaScript (vanilla) **Frameworks:** Bootstrap, Express.js, and React Native **Libraries**: React MongoDB, Node.js

Pace University 3/2011 – 1/2012
Major: Information Technology   New York, NY

- Program provides hands-on skills development, Pace University credits, and earned **22 college credits**
- Recipient of the *Strive to Learn Award*, Module 1

George Washington High School 10/2006 - 5/2010
High School Diploma