

Kandice Shobe-White

Director - Manager

Performance-driven leader, successful in gaining strategic advantage against the competition. Experienced in Operational and Client Data analysis. Subrogation report management with sharp focus on the bottom line. Strong analytical skills with talent for developing people and inspiring teams to exceed ambitious goals.

Areas of Expertise

- Tableau Desktop
 - Power BI
 - PL/SQL Developer
 - Amazon Web Server (AWS)
 - Microsoft SSRS, SQL Server, MySql Workbench
 - SAP Crystal Reports
 - Oracle ODBC, Eloqua
 - Business Objects 4.1
 - MS Access, Excel, Word
 - Alteryx
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Professional Experience

Manager Data Analytics (January 2021 - Present) Optum, Louisville, KY

- Managed the Subrogation reporting process, coordinating across Business Intelligence, Database Admin, Business Analyst, and Account Management teams.
- Scheduled and conducted meetings with internal and external teams to track reporting needs and requirements.
- Allocated Subro workload and managed team capacity through individual meetings.
- Automated production reports for Operations and Client Reporting.
- Oversaw schedules for Subro Trover and SubroPoint Operations reports.
- Managed monthly and quarterly state and federal client reporting processes.
- Acted as a Subrogation Subject Matter Expert and liaison between developers, business teams, and finance/accounting.
- Provided ad hoc reporting for Client Solutions, Sales (Account Executives), and Accounting.
- Handled Business Intelligence service tickets/requests and managed monthly client notifications for all reporting teams.

Credentialing Support Analyst – (October 2018-2024) Verisys, Louisville, KY

- Validate Provider and Healthcare credentials meet state and insurance guidelines management
- Data entry of provider demographic and enrollment data
- Document labeling, indexing, research provider and facility sanctions

Sr Financial Analyst - Team lead- Analyst/Developer (January 2019 - 2021) Optum/Equian, Louisville, KY

- Leads Subrogation reporting team in system and company migration and reporting analysis
 - Schedule team meetings
 - Meet with the Business to track reporting needs and requirements
 - Meet individually with team members to manage capacity and allocate Subro workload
- Automates production reports for Operations and Client Reporting

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- Manage Subro Trover and SubroPoint Operations reports schedules
- Manage the Subrogation State and Federal Monthly and Quarterly client reporting process
- Subrogation Subject Matter Expert and liaison between developers, business team, and finance/accounting.
- Provide Ad Hoc reporting for Client Solutions, Sales (Account Executives), and Accounting.
- Validate and Analyze 13,000+ client weekly, semimonthly, and month-end reports
- Manage Business Intelligence service tickets/ requests and monthly client notification for all clients.

Financial Analyst II – Business Intelligence Analyst (January 2010 – December 2019)

Equian, Louisville, KY

- Subrogation Subject Matter Expert and liaison between developers, business team, and Accounting.
- Administers Property & Casualty, Subro, and PI OVP client reports in Business Objects.
- Provide Ad Hoc reporting for Client Solutions, Sales (Account Executives), and Accounting.
- Analyze and prepare 1000+ client weekly, semimonthly, and month-end reports for P&C division as well as FedEx and Humana clients.
- Manage Business Intelligence service tickets/ requests and Salesforce client notification for all clients.

Operations Analyst (December 2007 - December 2009)

TransPaC, Louisville, KY

- Set up a client reporting model for Gibson & Sharps Attorneys at Law
- Ran 125 End of Month client reports and weekly/monthly operational recovery reports
- Created Ad Hoc end of month reports for clients
- Provided accounting dept. with Financial Client Report data

Kaiser Claims Specialist (September 2005 - December 2007)

Healthcare Recoveries, Louisville, KY

- Established and managed subrogation files for Kaiser N. California
- Coordinated with client representatives to order bills for subrogation process
- Assisted team leader in producing statistical report to monitor file handlers

Education & Credentials

Bachelor of Arts in Political Science ()
University of Louisville, Louisville, KY

- *Minor in Communication*
- *Minor in Economics*
 - *Concentration – Information Analysis*

Credentials

Executrain of Louisville: Access 2007 Level 3, Excel 2007 Level 2, PL/SQL Fundamentals, PL/SQL Advanced Querying 2000