

## Alesha Benjamin- McKnight

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### Career Summary

Validation Analyst with over 20 years of experience, in a fast-paced organization. Highly skilled in reviewing data to identify trends and inconsistencies. Well-versed in business principles, implementation projects, and financial processes. Excellent communication skills, and the ability to effectively identify and present actionable insight, with clear and accurate reporting.

### Education

#### **MBA | 06/2015 | SOUTH UNIVERSITY**

Major: Business Administrations

Minor: Healthcare Administrations

Related coursework: Project/Product Management, Quantitative Analysis and Decision Making, Finance, and Financial Management

#### **BACHELORS | 06/2007 | SOUTH UNIVERSITY**

Major: Business Administrations

Minor: Healthcare Management

Related coursework: Risk Management, Managerial Communication, Organizational Leadership, and Human Resource Management.

### Skills & Abilities

- **Data Validation & Quality Assurance:** Ensures accuracy, completeness, and integrity of system data across healthcare platforms.
- **System Testing & Analysis:** Perform testing of software and databases to validate functionality and compliance.
- **Regulatory Compliance:** Applies knowledge of HIPAA and state healthcare regulations to system updates and validation processes.
- **Process Improvement:** Identifies procedural gaps and recommends enhancements to improve operational efficiency.
- **Cross-functional Collaboration:** Work closely with IT, billing, claims, and configuration teams to resolve issues and implement solutions.
- **Technical Documentation:** Develop and maintain desk-level procedures, validation logs, and audit documentation.
- **Analytical Thinking:** Interpret complex data sets, identify trends, and troubleshoots inconsistencies.
- **Communication Skills:** Delivers clear, professional communication with internal teams and external stakeholders.
- **Project Support:** Contributes to implementation projects through validation planning, execution, and reporting.

- Software Proficiency: Skilled in Microsoft Excel, SQL, Oracle, Power BI, Salesforce, PEGA, and other healthcare systems.
- Knowledge in Lean Six Sigma, Project Management Principles, Development & Testing with Agile, Business Analysis Principles and COMPTIA Data.
- **Professional Experience:**

### **Delta Dental Insurance Company (12/2010 – Current)**

#### **Validation Analyst - 09/2022- Current**

- Ensure data integrity, completeness, and accuracy across enterprise systems and databases.
- Perform system validation for software updates, configuration changes, and regulatory compliance.
- Review system changes driven by new state laws or regulations, ensuring accurate updates to customer data.
- Identifies procedural gaps and recommends enhancements to improve operational efficiency.
- Provide guidance to internal teams on configuration issues, procedures, and best practices.
- Research and resolve system configuration issues, delivering feedback and recommendations to management.
- Collaborate with cross-functional teams to ensure accurate policy and contract production.
- Document validation activities and supported audits with detailed reporting and traceability.
- Participate in continuous improvement initiatives and contribute to system testing and implementation efforts.

#### **Achievements:**

- Improved validation turnaround times by identifying recurring defect patterns and recommending process improvements.
- Reduced rework by proactively flagging high-risk discrepancies before downstream processing.
- Developed refined reporting templates that enhanced clarity and quality for leadership visibility.
- Recognized for high accuracy and consistency across critical validation cycles.

### **Real Estate Agent**

Licensed Real Estate Professional  
Atlanta, GA  
*05/2023- Current*

- Represented buyers and sellers throughout the full residential real estate transaction lifecycle, from initial consultation through closing.
- Analyzed market data, comparable sales, pricing trends, and property valuations to support data-driven pricing and negotiation strategies.

- Prepared, reviewed, and validated contracts, disclosures, and transaction documentation to ensure accuracy, completeness, and regulatory compliance.
- Coordinated with lenders, title companies, inspectors, and attorneys to ensure timely and accurate transaction processing.
- Managed multiple transactions simultaneously while meeting deadlines and maintaining detailed records and documentation.
- Provided clear guidance to clients on market conditions, contract terms, financing options, and closing requirements.
- Leveraged CRM systems, MLS platforms, and productivity tools to track leads, manage client communication, and monitor transaction status.
- Identified risks, discrepancies, or missing documentation early in the process and proactively resolved issues to prevent delays.
- Delivered high-quality customer service through consistent communication, responsiveness, and relationship management.

#### Key Achievements

- Successfully guided clients through complex transactions by identifying issues early and ensuring compliant, accurate documentation.
- Built trusted client relationships through clear communication, analytical insight, and consistent follow-through.
- Improved transaction efficiency by maintaining organized records and proactively coordinating with cross-functional partners.