





# JR

## CONTACT

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 Portfolio

## EDUCATION

- Bachelor of Science (B.S.) in Business Information Systems  
Indiana University  
Bloomington, IN | May 2010

# Jacqueline Reed

## ABOUT ME

IT business relationship manager with 10 years of experience aligning IT initiatives with business priorities across healthcare and retail sectors. Specializes in stakeholder engagement, service strategy, and digital transformation planning.

## PROFESSIONAL EXPERIENCE

**IT Business Relationship Manager** | UnityWell Health Systems, Indianapolis, IN  
March 2016 – Present

- Acted as IT liaison for eight clinical departments, resulting in 14 major initiatives aligned to organizational goals
- Drove business case for patient portal redesign, increasing adoption from 23% to 81% in two years
- Reduced project backlog by 39% by restructuring intake and prioritization processes
- Facilitated alignment workshops with department heads, resulting in 96% stakeholder satisfaction

**Business Analyst – IT Strategy** | Eastline Retail Group, Indianapolis, IN  
July 2014 – February 2016

- Gathered and translated business requirements for enterprise point-of-sale (POS) upgrades across 160 stores
- Delivered executive reporting suite that reduced weekly prep time from 12 hours to two hours
- Led cross-functional digital roadmap meetings, securing 2.1 million in IT funding