

Josh Boyer ■

Business architecture • Solution design • Insurance technology

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Technology professional with 20 years of experience, including 13 years in property and casualty insurance and health and dental claims modernization since 2022. Turn business requirements into practical system implementations, working with clients, executives, architects and delivery teams. Bring a hands-on foundation in infrastructure, insurance platforms and integration, with daily use of AI for analysis, tooling and training.

CORE STRENGTHS

Requirements discovery and facilitation • Business rules and process design • Solution options and trade-offs • Integration and data mapping • Client implementation and adoption • Testing and production support • Applied AI

PROFESSIONAL EXPERIENCE

Medavie Blue Cross

Functional Analyst | March 2022–Present

- Work with internal and external clients to clarify requirements, identify gaps and scope changes for claims modernization. Use diagrams to explain dependencies and compare options with engineers and architects, keeping decisions tied to business needs.
- Lead solution walkthroughs and prepare developers and QA teams to build and test changes. Define functional and nonfunctional requirements, business rules, mappings and test scenarios. Stay involved through testing, release and production support.
- Designed the historical claims-data loading process, covering data preparation, validation, XML batch files and reconciliation. Built Excel VBA tools so business teams could prepare and load records independently. Tested large batches to establish file-size limits and suitable loading windows.
- Resolved gaps between claims and payment reporting, working with finance and client teams to balance results. Wrote and validated SQL reporting logic that the payment team adopted in production.
- Identified missing provider relationships and data-sync gaps, then worked with architects and developers to define changes. Created reusable diagrams and documentation and supported testing, troubleshooting and data fixes.
- Prepared a modernization RFI explaining the current application, intended changes and technical constraints. Presented it to architects for approval and handed it to procurement.
- Use AI daily to help write SQL, build Excel VBA tooling and create training materials. Validate the results against known data and business rules. Deliver practical AI guidance and reusable walkthroughs for colleagues.

TECHNICAL FOUNDATION

Oracle SQL • Excel VBA • C#/.NET • XML • SOAP and REST • CSIO/ACORD and AL3 • IBS and Cognition+ • Brovada • Windows Server, networking and virtualization • AI-assisted analysis and development

PROFESSIONAL EXPERIENCE CONTINUED

Grenville Mutual Insurance

Systems Analyst; previously Systems Administrator | 2009–2022

- Owned IBS administration and configuration across insurance products, business rules, rating tables, user access and broker data exchange. Worked with IBS (MCCG) and Cognition+ across policy administration, including new business, endorsements and renewals, as well as underwriting, rating and broker services.
- Restructured rating around base rates and factors to make pricing changes easier. Translated underwriting guidelines into rules and automated eligible residential, farm and commercial renewals, directing exceptions to underwriters with clear reasons for review.
- Shaped personal and commercial quoting and new-business upload from broker submission through underwriting, rating, referral and eligible binding. Worked with underwriters and vendors on requirements, workflows, data mappings, testing and supporting rules to reduce duplicate entry.
- Connected broker inquiry, new-business and download services using CSIO/ACORD messaging and IBS data and service calls. Supported daily policy download, AL3 mappings and eDocs delivery, resolving data-exchange issues with brokers and vendors.
- Worked directly with brokerage partners to understand their management systems and business workflows. Helped implement carrier software in their offices through demonstrations, training and ongoing support. Built C#/.NET diagnostic tools to simplify troubleshooting.
- Advised management and the CEO on technology choices, vendors and feasibility. Interviewed insurer CEOs in a design thinking pilot and worked with peers to turn their needs into prototypes, progressing from early concepts to a high-fidelity prototype.

EARLIER EXPERIENCE

Harris Computer Services | 2007–2009

Worked with sales and client executives to assess requirements and recommend hardware. Coordinated installations directly with customers and delivered server, network and infrastructure work in a managed-services environment.

Dell Canada | 2006–2007

Provided customer technical support, building a practical foundation in troubleshooting and explaining technical problems clearly.

INDEPENDENT AI ARCHITECTURE

NEXUS | Applied learning platform in development

Direct product strategy, application architecture and AI-assisted development for an orchestration platform that turns requests into planned, approved and traceable work. Shape context engineering, prompting and model routing around task needs, available tools and cost. Design how the application connects its user interface, backend services and data, with staged deployments and recovery processes.

EDUCATION AND CREDENTIALS

Professional Scrum Master I | Scrum.org | 2019

Certificate, Business Analysis and IT Project Management | McMaster University | 2014

Advanced Diploma, Computer Systems Technology – Networking | Canadore College | 2006

Academic Honours.