

USER PERSONA

CMS Reviewer

NAME Paul Goodwin
AGE 57
WORK Financial Analyst
EDUCATION Sierra Nevada University
Master of Science - MS, Accounting and Finance

LOCATION
Tonopah, Nevada

PERSONALITY
Detail-oriented and organized.

Enjoys working with data in a structured environment.

DEVICES
PC laptop with two external monitors, gigabit Internet connection.

QUOTE
"Getting the numbers correct that the grant team is going to use to generate the grant finalizations. That's the most important part of our process."

BIO
Paul is an expert in analyzing and interpreting complex data and reporting requests. He has been with CMS for over twenty years in several different roles. He has led system and process improvement initiatives to streamline workflow for his department. He is responsible for the accurate reviewing of all financial data to the state systems, along with supporting the overall financial team.

SKILLS
Advanced Excel skills.

Extensive experience with financial systems.
Able to manage multiple tasks.

MOTIVATIONS
To ensure that the submitted data is accurate.

To have the reports approved on time.

FRUSTRATIONS
Dislikes how the states must use a manual process of entering data, which leaves room for errors.

Missing something that comes up in an external audit.