ANTHONY DUNCAN

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DATA ANALYST

Methodical and focused professional with seven years' experience performing data analysis, reporting, and management in the healthcare industry. Write scripts to perform data mining, cleansing, and formatting; create user-friendly reports, graphs, charts, and other visual representations of results. Leverage critical thinking skills to troubleshoot complex issues and develop effective solutions.

AREAS OF EXPERTISE:

- Data Mining / Manipulation / Analysis
- Key Metrics Definition / Collection
- Medical Billing & Coding
- Process Improvements / Automation
- System Configuration Testing
- Database Integrity Auditing
- Project Management & Delivery
- Cross-functional Training / Support

TECHNICAL PROFICIENCIES

Platforms: Windows, iOS

Tools: Tools: Infomaker 9 Database Management, Microsoft SQL Server Management Studio, Microsoft Visual Studio Code, Sharepoint, Microsoft Power BI Desktop, PLSQL 11, COGNOS, Word, Excel, Access, Outlook, Vendor Management Systems, Benefits Workstation, FileZilla (SFTP Site Management), Beyond Compare, Textpad (Regular Expression), Notepad ++, OpenPGPStudio (PGP Encryption), Batch Processing 4.0, Siebel Customer Relationship Management, Siebel Analytics, SQL, Availity, Veracity, ADP, Oracle HCM, Prophix, Great Plains, PaperSave, Google Chrome, IE, Mozilla Firefox

Languages: SQL, Visual Basic, HTML, CSS, JavaScript

Deleted:

PROFESSIONAL EXPERIENCE

TEXAS DISPOSAL SYSTEMS, Creedmoor, TX

Client Service Analyst, 05/2018 – Present

Serve as the systems and data specialist on a team for daily processing and corrections of the HRIS system.

Assist company-wide with SQL query build and in maintaining our data warehouse across multiple systems via SSMS and API's.

Key Achievements:

- Respond to requests for complex data analysis, reports and predictive data modeling.

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- Conduct internal benefit audits including data collection, validation, trend analysis, and reconciliation analysis on utilizing financial, pharmacy, claims, vendor and insured data.
- Work collaboratively with the benefits administrator to develop/implement action plan(s) to resolve findings.
- Produce reports for and interface with senior management and internal and external stakeholders.
- Track HR metrics and identify data trends in various functional areas of human resources – i.e. hire, turnover, open jobs, unemployment claims, benefit enrollments, job fair metrics, etc.
- Review and recommend process or program improvements.
- Create monthly and quarterly dashboards and reports for senior management.
- Maintain I-9 document filing and record destruction.
- Calculate the cost of service for each HR function.
- Provide system support and administration.
- Serve as back-up to Payroll Administrator.

TECHNICAL SCOPE: Microsoft SQL Server Management Studio, Sharepoint, Power BI Desktop, Microsoft Visual Studio Code, PLSQL 11, ADP, Oracle, Prophix, Great Plains, PaperSave, Word, Excel, Access, OneNote, Outlook, FileZilla, OpenPGPStudio, Beyond Compare, Textpad, Notepad ++, Microsoft Outlook, Google Chrome, IE, Mozilla Firefox, Google Chrome

MARSH & MCLENNAN COMPANIES, MERCER, Austin, TX

Client Service Analyst, 11/2015 – 05/2018

Work with team and client contacts as a subject matter expert and technical systems resource for the benefit plans, as well as the employee populations of assigned clients for several portions of the data administration processes.

Key Achievements:
- Coupled Microsoft Excel/VBA & SQL to automate programming and streamline payroll, import, and file generation, markedly increasing efficiency and processing speed.
- Performed periodic reviews of data trends to identify & locate and update system defects
- Enhanced benefits database integrity through regular identification of data discrepancies
- Test and analyze system configuration against requirement documents
- Create technical requirements for system changes
- Managed roll-out of system changes to development team
- Manage the configuration of new and old 834 spec. vendor files
- Manage the accuracy and completion of ongoing and ad hoc processes required to maintain active and retiree health benefits population of ~700,000 lives across multiple clients

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- Review and update plan and file requirements ongoing and annually
- Communicate with developers to update and test system defects and changes
- Communicate with the client to ensure all requests and inquiries are resolved in an efficient and timely manner
- Assisted with statistical analysis for a Lean Six Sigma Greenbelt project to improve efficiency and speed in call center responses

TECHNICAL SCOPE: Infomaker 9 Database Management, Sharepoint, PLSQL 11, COGNOS, Word, Excel, Access, Outlook, Vendor Management Systems, Benefits Workstation, FileZilla, Beyond Compare, Textpad, Batch Processing 4.0, Siebel Customer Relationship Management, Siebel Analytics

Healthcare Claims Advocate, 5/2015 – 11/2015

Responsible for helping participants navigate the health care system by serving as an intermediary.
Key Achievements:
- Triaged incoming calls and updated participants on issues per set follow up expectations
- Reached out to carrier/vendors to assist in resolving issue when necessary
- Reviewed client contracts to ensure correct insurance applications and provided client feedback

TECHNICAL SCOPE:

Excel, VBA, Windows, Word, Access, Outlook

CAPITOL PAIN INSTITUTE, Austin, TX

Billing Coordinator, 11/2012 – 3/2015

Managed the billing department staff to maintain efficient and effective output on a consistent basis.
Key Achievements:
- Coded for procedures performed and handled all payments and balance inquiries
- Reached out to carriers to assist if necessary, and appealed denied claims
- Performed requested billing projects and negotiated contracts with insurance companies

TECHNICAL SCOPE:
SQL, Availity, Veracity, Excel, VBA, Mac iOS, Word, Access, Outlook

EDUCATION & CREDENTIALS

B.S., Applied Learning and Development: Youth and Community Studies, 2010
UNIVERSITY OF TEXAS AT AUSTIN, Austin, TX

Professional Certifications   HIPAA Certification