

Argenis Cruz-Gonzalez

856.462.9239 | acruzgo@outlook.com | [linkedin.com/in/acruzgo](https://www.linkedin.com/in/acruzgo) | Location: Nashville, TN

Portfolio: <https://acruzgonzalezportfolio.streamlit.app>

SUMMARY

Analytical operations professional with 6+ years of experience supporting compliance, reporting, and cross-functional collaboration. Skilled at creating custom tools and semi-automated dashboards that streamline workflows and improve data accessibility. MBA graduate (GPA 3.97) with practical experience in SQL, Tableau, and Excel VBA, currently expanding technical depth through Python. Eager to uncover insights on gamers like me to improve player experience, drive retention, and support data-informed decision-making at scale.

EDUCATION

Tulane University | A.B. Freeman School of Business | New Orleans, LA

Master of Business Administration (MBA), Concentration: Business and Data Analytics | *Expected August 2025* | **GPA: 3.97**

Relevant Coursework: SQL and Business Intelligence, Advanced Excel Modeling, Data Analytics for Decision Making, Business Analytics with R, Statistics Foundations, Strategic Brand Management, Innovation Management

Rowan University | Glassboro, NJ

Bachelor of Arts (B.A.), Dual Major: Law and Justice, Philosophy and Religion | *Graduated May 2017* | **GPA: 3.55**

Honors and Recognition: Charles Wei-Hsun Fu Memorial Scholarship, 4th Regional Student Ethics Conference

WORK EXPERIENCE

Business Analyst, UnitedHealth Group (Optum)

04/2022 – Present | Remote

- **Achieved a 40% year-over-year increase in revenue savings** by uncovering payment leakage and implementing SQL- and Tableau-driven analytics solutions through **Snowflake** and **SSMS**.
- Led cross-functional recovery initiatives in partnership with executive leadership, handling multiple projects concurrently that resulted in over **\$5M in recovered revenue** and long-term corrective actions across federal and state contracts.
- Developed and managed automated dashboards and reporting tools (SQL, Tableau, Excel) that **reduced manual workload by 60%** and **cut reporting delays by 40%**.
- Created scalable ad hoc and long-term analytical models to guide compliance, recovery, and performance strategy across national payer contracts.
- Partnered with engineers, legal, policy, and compliance teams to define data requirements and ensure regulatory alignment across analytics and data pipelines.
- Created internal training materials and process documentation to support auditing consistency and knowledge transfer across teams.

Senior Recovery Resolution Analyst, UnitedHealth Group (Optum)

04/2019 – 04/2022 | Remote

- Served as the **sole auditor** during a major organizational transition, maintaining above 98% audit integrity and uninterrupted workflow.
- Designed innovative recovery strategies that **enhanced claim accuracy** and led to **high-value payment recoveries** across multiple teams.
- Took on responsibilities across **four team roles simultaneously**, demonstrating flexibility and leadership under pressure.

Financial Analytics and Resource Specialist, AmeriCorps VISTA – Martha O'Bryan Center

08/2018 – 04/2019 | Nashville, TN

- Developed regression models and frequency analyses to guide financial planning and uncover missed funding opportunities.
- Improved forecasting accuracy and budgeting strategies, contributing to long-term nonprofit sustainability.
- Ensured compliance with federal reporting standards by optimizing data validation and reporting processes.

LEADERSHIP AND VOLUNTEER EXPERIENCE

UnitedHealth Group (Optum) – Employee Experience Committee

Board Representative | 02/2022 – 04/2023

- Collaborated with executive sponsor and co-representatives to lead four subcommittees on company-wide employee engagement and culture initiatives.

Project Manager, Leadership Communication | 02/2021 – 02/2022

- Directed team responsible for compiling executive-facing reports and communications on employee program outcomes.

TECHNICAL SKILLS AND LANGUAGES

Technical Skills:

- **Data Analytics and BI:** Tableau (Advanced), Tableau Server Administration, Power BI (Intermediate), Excel (Advanced), Excel VBA Automation Tools (Intermediate), Microsoft Access, Google Sheets (GSheets),
- **Databases and Querying:** SQL (Advanced), SSMS, Snowflake, Information Systems, Data Warehousing
- **Programming and Tools:** R (Basic), Python (In Progress), GitHub (Version Control and Project Hosting)
- **Data Infrastructure:** Data Pipelines, Recurring Analysis, Workforce Planning (Project Management), Dataflow Design
- **Business and Marketing:** Project Management, Data Storytelling, Forecasting Models, Presentations, Business Solutions, User Interface Design, Social Media Analytics
- **Languages:** English (Native), Spanish (Native)
- **Interests:** Game Development, AI/ML, Music and Art, Cultural Travel, Digital Illustration

Soft Skills:

- **Data Processes:** Data Validation, Structured Data Checks, ETL (SQL & Tableau), Reporting Automation (Tableau Server deployment, user permissions, folder governance), Training and Workflow Documentation, Data Visualization, KPI Development, Dashboard Deployment & BI Governance
- **General Soft Skills:** Stakeholder Management and Presentation, Project Management

Certifications and Learning

- **Introduction to Large Language Models** – LinkedIn Learning, June 2025
- **Practical A/B Testing** – LinkedIn Learning, June 2025
- **Advanced Tableau Desktop** – LinkedIn Learning, June 2025
- **Excel: Learning VBA** – LinkedIn Learning, April 2025
- **Excel Supply Chain Analysis: Managing Simulations Using VBA** – LinkedIn Learning, March 2025
- **Excel Formulas and Functions** – LinkedIn Learning, February 2025
- **Excel PivotTables and PivotCharts** – LinkedIn Learning, February 2025
- **Statistics Foundations 1 and 2** – LinkedIn Learning, March 2024

In Progress:

- **Python Essential Training** – LinkedIn Learning (Actively building skills for data scripting and workflow automation)