Debora Oppong

Cell Phone: (508) 492-9697 | Email: afiadebs@gmail.com | Atlanta, GA

Detail-focused and self-motivated Data Analyst and Scrum Master with knowledge in data analysis process and pharmaceutical experience. I am curious, ambitious and collaborative with a passion for helping others reach their full potential. I am a self-starter and quick learner who has always had an entrepreneurial spirit, pushing the limits on what is possible and seeking out innovative solutions. I enjoy utilizing my strong interpersonal skills to build relationships and lead by example with positivity, focus, and enthusiasm to add value and drive results.

EDUCATION | CERTIFICATION

Georgia State University
Bachelor of Arts in Psychology

Certified Scrum Master (CSM)   **Active**

EXPERIENCE

Slavic401k   **Remote**   **Dec. 2022 – Present**
QA Analyst
- Design call monitoring training, formats, and quality standards to ensure consistency.
- Perform call monitoring and provide trend data to Slavic customer service team leads with recommendations for process improvements.
- Use quality monitoring data management system to compile and track performance at team and individual level
- Attend customer and client listening programs to identify customer needs and expectations.
- Provide actionable data to various internal support groups as needed.
- Provide actionable feedback to departmental leaders..
- Prepare and analyze internal and external quality reports for management staff to review.
- Understand and coach the team on the value of metrics and incremental delivery.
- Understood tasks, backlog tracking, burndown metrics, velocity, user stories etc.

Inspire Brands   **Remote**   **Jan. 2022 – Apr. 2022**
Data analyst
- Prepare, blend, and analyze data from various sources. With that data I had to report any inconsistencies or outliers.
- Collect and validate data from internal systems and supplier sources
- Identify any roadblocks to the team and taking proactive action to resolve them.
- Work with my team to create roadmaps, plan, and schedule meetings from start to finish for our project
- Analyzing raw data, drawing conclusions, and developing recommendations.
- Data entry, data auditing, creating data reports and monitoring all data for accuracy.
- Designing, developing, and implementing new functionality.
- Exercise judgement while performing key analysis to balance data gleaned and category relevance
- Provide routine reporting of project milestones, risks, impediments, and escalation requirements.
- Collaborate and work with other departments
- Conduct cross-organizational coordination as required in support of project delivery.
- Perform impact assessment and identify design impacts
- Manage assigned tasks to completion within the schedule, budget, and scope of the project.
- Controls and monitors implemented production changes for adherence standards and maintains data

CVS Health/EncompassRx   **Atlanta, GA**   **Jun. 2014 – Oct. 2021**
Project Coordinator
- Coordinate projects such as a new IVF Patients portal to improve processes and workflow operations while ensuring compliance with company and HIPAA requirements
- Confirming resource availability, submitting project deliverables, and preparing stats reports.
- Understanding the project basis and vision and lead the teams towards achieving the project objectives
- Planned, established, and communicated project deliverables to meet deadlines and maintain project schedules
- Manage assigned tasks to completion within the schedule, budget, and scope of the project.

- Exercised strong analytical and problem-solving skills and excellent communication skills
- Assist PMO Manager and Project Managers with special projects
- Communicating with third party vendors regarding work requests, scheduling, and timelines
- Project planning and coordination of tasks and resources
- Knowledge of top 200 prescription drugs, therapeutic classes
- Experience in retail pharmacy, hospital pharmacy, PBM, and Managed Care
- Experience and assisted in insurance and prior authorization and claims processing

RELEVANT COURSES & SKILLS
Agile Tooling: Jira, Trello, Confluence, Jira Align, Mural, Smartsheet, MS Project, Excel

Software/Data Analyst Skills: MS Office, Tableau, Python, Data Analytics, Data warehouse, Data management, Web-based reporting tools, Excel, Altreyx