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## DATA ANALYST / BUSINESS INTELLIGENCE ANALYST

✓ **Seasoned and highly-qualified** professional, with proven expertise in extracting and analyzing large business data sets to identify and document opportunities for improvements in various health plan and hospital departments. Experienced designing and developing dashboards, scorecards, reports and other analytics using Business Objects tools.

✓ **Advanced ability** in analyzing Healthcare data utilizing various Microsoft Products and creating complex SQL queries and Crystal Reports to identify trends. Superb technical, analytical, communication, interpersonal and leaderships skills; able to excel in challenging and deadline-driven environments. Identifies and eliminates inefficiencies based on business needs, generating immediate results for operational excellence, service/system optimization, and high productivity.

✓ **Highly lauded** for performance exceeding expectations; excellent planning and organizational skills including attention to detail and the ability to manage multiple priorities while achieving established deadlines/goals. Effective team builder, exhibiting the ability to motivate diverse groups to achieve a targeted goal.

Areas of Expertise include:

- SQL (SQL Server and Oracle)
- Data Analysis/Management
- Dashboard Development
- Data Warehouse Design
- SQL Server Reporting Services
- Project Management
- SAS/SSAS/Business Objects
- Sharepoint Management
- Team Training & Leadership
- Team Foundation Services
- Problem Analysis/Resolution
- QA Tester

## PROFESSIONAL EXPERIENCE

**naviHealth**, Nashville, TN ☐ Dec 2016 – Jul 2017 (8 mos)

### SENIOR REPORTING & VISUALIZATION ANALYST

Provided support for reporting and analytical visualization needs, both for internal and external clients.

- Developed organizational dashboards and drill-down capabilities using a combination of SSAS, PerformancePoint, Tableau, and other related technologies with a focus on making data work for the customers.
- Understanding how data flows within various systems to provide input on requirements for databases to ensure data is organized properly for reporting/analytics.
- Provided value-add analysis to Business through use of visualization software to guide analysis, drawing implications from analysis, and synthesizing into clear communications.
- Structured analytical results in an organized, visual manner to tell a meaningful, actionable story.
- Designed innovative approaches to view and interact with data for analysis.
- Worked closely with internal IT and Analytics teams to ensure data integrity.
- Wrote SQL queries, create end-user reports, and apply varying analytical techniques to solve specific business problems.

- Worked with business and cross-functional teams to thoroughly document business and functional requirements as input to application design while identifying the types of visualization that best suits your client's needs.
- Developed and test functional designs for BI, data discovery and analytics solutions.
- Developed product concepts, interaction schemes, and user experiences, utilizing use cases, wireframes, storyboards, scenarios, etc.
- Developed Ad Hoc reports and data extracts as requested by CMS.

**AdvanceMed (NCI), Nashville, TN** ☐ Jan 2015 – Dec 2016 (2 yrs)

### **BUSINESS SYSTEMS ANALYST III**

Provided technical development expertise supporting mission critical Business Intelligence projects. This includes conducting activities such as requirements analysis, development of reports and management dashboards, and data mining.

- Analyzed business requirements and develop reporting strategies and solutions.
- Designed, Implemented, tested and documented Business Intelligence solutions that included, but are not limited to interactive reporting solutions, Actionable dashboards, Database objects models, and Analytic tool sets.
- Created and implemented business intelligence and report development best practices.
- Collaborated with other team members and groups in IT to ensure high quality solutions are delivered in a timely manner.
- Provided technical support and training to assist users and other IT employees with BI functionality.
- Worked closely with the IT technical group to maintain BI solutions.
- Loaded various data files utilizing SQL Server Integration Services.
- Created reports utilizing SSRS, SSAS, PowerPivot, Access
- Performed QA Testing utilizing Microsoft Test Manager and Team Foundation Services.
- Developed SQL queries to create Tables, Views, Stored Procedures, and User Defined Functions.
- Developed and maintained Tableau and iDashboards
- Conducted work group meetings with Key Decision Makers within the organization.
- Automated Business Intelligence Solutions using Microsoft SQL Server 2012.
- Created Ad Hoc Reports for Investigators and CMS including the CMS ARTS Reports.
- Team awarded CMMI Level III Rating
- Developed and Optimized CMS ARTS Reports

**UNITED HEALTHGROUP, Baltimore, MD (Telecommute)** ☐ 10/21/2013-8/2014 (10 mos)

### **SENIOR REPORTING ANALYST**

Developed Operational reports using SSRS 2005, SSRS 2008 and SSRS 2012, and designed KPI Dashboards utilizing SSRS 2012, PerformancePoint and SharePoint.

- Created SQL queries for QA testing and Ad Hoc SSRS reports, and automated existing SQL reports using SSRS 2005, SSRS 2008, and SSRS 2012.
- Proficiently trained Junior Data Analysts on PowerPivot and Power View, as well as on developing SSRS 2008 and 2012 reports.
- Imported data into SQL Server tables from various data file types such as .CSV files, Excel files, and .TXT files.
- Created Tables and Stored Procedures in SQL Server for reports in SSRS 2008 and 2012.
- Created reports in Business Objects Web Intelligence XI 3.X and Crystal Reports.
- Assisted with Grievance and Appeals Reporting for CMS STARS Rating.

**MEDSOLUTIONS**, Franklin, TN ☐ 11/5/2012-10/2013 (1 yr)

**MEDICAL ECONOMICS ANALYST**

Provided analytical support using data from over 40 insurance companies, including Cigna, Aetna, BCBS, HealthSpring, Bravo Health, and Neighborhood Health Plan. Provided assistance and analytical support to Sales, Product Development and Account Management to facilitate new sales and revenue growth. Successfully automated 50+ reports for various clients using SSRS.

- Developed Report Models using Business Intelligence Development Studio, and prepared reports using SQL, SSRS, SSAS, PowerPivot, PowerView, SAS, and Tableau.
- Established Savings Forecast and Pricing and conducted baseline and trend analyses for targeted medical cost categories, geographies and segments.
- Designed and developed presentations to effectively communicate results to key stakeholders and policy makers.
- Imported data into SQL Server for QA Testing.
- Created Stored Procedures in SQL Server for reports in SSRS 2008 and 2012.

**ARDENT HEALTH SERVICES**, Nashville, TN ☐ 2/23/2009-10/2012 (3 yrs 9 mos)

**DATA WAREHOUSE ANALYST**

Provided assistance and support in the development and implementation of health plan data warehouse. Reviewed and analyzed data utilizing various Business Intelligence Products, including Oracle, SQL Server 2005, Microsoft Access, Excel, Business Objects Web Intelligence, Xcelsius, Crystal Reports, SAS, Essbase, Tableau, Server Reporting Services, TOAD, SQL Developer, and SQL Navigator.

- Designed and maintained Business Objects Web Intelligence Universes for various health plan and hospital departments.
- Proficiently trained analysts and report writers on report building and report viewing.
- Managed data implementation projects for various vendors, such as Ingenix, Express Scripts, Delta Dental, Doral, VSP, Facets, Trizetto, Jiva, and Harrington.
- Designed SharePoint sites and interactive dashboards and scorecards to display monthly auditing trends.
- Created Tables, Views and Stored Procedures as well as cubes for the health plan.
- Validated daily and monthly data loads and maintained key metric reports for the health plan and hospitals.
- Designed Computer Based Training videos on Business Objects and SSRS, produced extracts for HEDIS, and built complex SQL queries, SAS programs, and Business Objects reports for upper management and data testing.
- Provided key operational reports that include PMPM, Member Months, Claims Per 1000, Admits Per 1000, Medical Loss Ratio, IBNR, and Claim Lag Triangles.

**HEALTHSPRING INC.**, Nashville, TN ☐ 10/8/2006 – 01/2009 (2 yrs 4 mos)

**DATA ANALYST II**

Created dashboards to display monthly auditing trends, wrote complex SQL queries and Crystal Reports to identify trends, and assisted the Department Vice President in developing PowerPoint Presentations to display data for other Executives.

- Created Tables, Views and Stored Procedures in SQL Server.
- Trained coworkers on SQL Server Management Studio and Reporting Services.
- Designed SharePoint intranet sites for two departments by using HTML and DHTML, and developed VBA applications to improve the productivity of department.

**DATA ANALYST I**

Reviewed and analyzed Healthcare data utilizing various Microsoft Products, created complex SQL queries for data extracts and monthly reporting, and managed SharePoint sites for two departments.

- Facilitated meetings with key members in the Special Investigation Unit.

- Assisted certified medical coders in identifying potential medical fraud and abuse through report writing and data analysis.
- Extracted data from SQL Server 2005 and sent to Healthcare vendors such as Ingenix, iHealth, Vips, and StarSentinel.
- Provided assistance and contribution in the recovery of more than half a million dollars in medical claims overpayments.

**HUMANA INC.,** Louisville, KY ☐ 02/2003-02/2006 (3 yrs 1 mo)  
**MEDICAL CLAIMS SPECIALIST**

Coordinated processing and adjusting medical insurance and claims, as well as waivers, referrals, authorizations, and appeals for members and providers. Efficiently handled member/provider disputes and provider contracts and appeals issues.

- Explained market-specific medical and pharmaceutical benefits to member, providers and other healthcare organizations.
- Updated and maintained COB (Coordination of Benefits) information for patients.
- Assisted in promoting market-specific healthcare products (HMO's, PPO's, Medicare, and Medicaid) via phone and email.
- Trained thoroughly on medical terminology, ICD-9 coding, HIPAA, HMO/PPO, IPA's and Medicare.
- Awarded a "Certificate of Excellence" for call quality and service seven months in a row and for the "Reach Pilot Program" two months in a row.
- Awarded a "Certificate of Achievement" for the completion of Humana's Chicago Customer Service Claims Specialist.

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

**BACHELOR OF ARTS IN POLITICAL SCIENCE,** Academic Dean's List 1997 and 1998

**UNIVERSITY OF LOUISVILLE,** Louisville, KY ☐ 12/11/2001

**MICROSOFT CERTIFIED PROFESSIONAL, MICROSOFT CERTIFIED TECHNOLOGY SPECIALIST IN SQL SERVER 2005** ☐ Mar 2008

**SAP BUSINESS OBJECTS, BUSINESS OBJECTS CERTIFIED PROFESSIONAL - CRYSTAL REPORTS 2008** ☐ Aug 2008

**SAP CERTIFIED APPLICATION ASSOCIATE, SAP BUSINESS OBJECTS WEB INTELLIGENCE XI 3.X** ☐ Aug 2012

**CERTIFICATE IN MEDICAL INSURANCE CODING JCPS CONTINUING ADULT EDUCATION** ☐ Mar 2006

**HCA PATIENT ACCOUNT SERVICES - NASHVILLE CERTIFICATE OF ACHIEVEMENT PAS TRAINING** ☐ May 2006

**NEW HORIZONS, MICROSOFT SHAREPOINT CERTIFICATE OF ACHIEVEMENT** ☐ Sept 2007

**CompTIA Project+ Course Certificate of Completion** ☐ April 2014

**Project Management Body of Knowledge (PMBOK) Course Certificate of Completion** ☐ April 2014