IULIA GOIKE
DATA ANALYST

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ABOUT ME

For the last 5 years I have been working in healthcare industry compiling reports and automating day to day activities in different hospital system such as EPIC, Meditech, Cerner. I have an extensive technical background along with experience in compliance and auditing. I'm a fast learner with great communication skills that thrives in challenging environment.

SKILLS

- Git/GitHub
- Power Pivot
- Visual Basic
- PowerBi
- RPA UiPath
- PostgreSQL, MySQL
- Jira
- Python
- MS Excel, Access
- Tableau

EXPERIENCE

JAN 2022 - PRESENT
DATA ANALYTICS APPRENTICE, NASHVILLE SOFTWARE SCHOOL

Part-time program using statistical reasoning through hands-on training in Python, SQL, Excel, Tableau, and Power BI with a focus on data storytelling, building reports, and creating dashboards.

PROJECTS

- Lahman Baseball Database Analysis (SQL):
  Analysis of baseball players, managers, stats, salaries and more from the years 1876-2016.
  https://github.com/igoike/lahman_baseball_sql
- Modern Data Raptor by Team (PowerBI):
  PowerBI dashboard that provides insights into basketball players stats for 2014-2019
  https://github.com/igoike/basketball_players_stats_powerbi
- GDP and Internet use (Python):
  Visualized GDP and Internet usage analysis using matplotlib and seaborn
  https://github.com/NSS-Data-Analytics-Cohort-6/gdp-and-internet-usage-igoike
- Web Scraping Country Music Hall of Fame (Python):
  Used BeautifulSoup to obtain a dataset of all Country Music Hall of Fame inductees
  https://github.com/igoike/country_music_hof_web-scraping_python
- SQL queries to answer questions using data_nalyst_jobs table (SQL):
  https://github.com/igoike/data_analyst_job_titles_sql

11/2017-PRESENT
DATA ANALYST, XTEND HEALTHCARE
Xtend Healthcare is an industry-leading provider of revenue cycle management (RCM) and public health solutions.
- Assisted with compliance and audit processes
- Managed HITRUST web portal
- Created and managed automated tasks using UiPath and Jira
- Provide backup for client report processing
- Partnered with InfoSec to ensure RSA token implementation
- Liaised with vendors to ensure VRM compliance
- Tracked issue resolution via Archer as part of Issue Management
- Logged and Updated ServiceNow change orders as part of Change Management

06/2017-11/2017
ANALYST TIER 2, UNIGUEST
A hotel technology partner, delivering a secure, all-in-one engagement platform for the hospitality industry.
- Provided technical support for customers with desktop related issues
- Maintained account organization, documentation, and process improvements within Salesforce system
- Installed and configure proprietary software
- Facilitated manufacturer warranty calls
- Helped customers resolve connectivity issues by working with their IT dept., ISP
- Accepted escalated telephone calls and cases from lower tiers
- Performed remote system imaging as required

04/2016-06/2017
ASSOCIATE ANALYST TIER 1, UNIGUEST
A hotel technology partner, delivering a secure, all-in-one engagement platform for the hospitality industry.
- Provided technical support to customers via telephone, email, or chat
- Analyzed and troubleshot software and hardware problems
- Helped customers identify and resolve issues related to their devices
- Ensured any problems are resolved in timely manner.
- Logged cases using Salesforce

05/2015-04/2016
CUSTOMER CARE "IOS" TIER 1 ASSISTANT, XEROX
- Provided technical support to customers via telephone
- Analyzed and troubleshot software and hardware problems
- Helped customers identify and resolve issues related to their device(-s)
- Partnered with Tier II Analysts or other advisers to ensure problem resolution
- Logged cases with step-by-step instructions on problem resolving techniques

EDUCATION

06/2022
DATA ANALYTICS BOOTCAMP CERTIFICATION, NSS

2008-2011
BACHELOR'S DEGREE IN IT AND ECONOMICS, SURM