

# Auguste Shikongo

Healthcare Data Analyst, Research &  
Data Analysis Specialist

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Analytical and detail oriented Healthcare Data Analyst with over 8 years of experience in public health research, healthcare analytics, and program evaluation across international and domestic settings. Skilled in extracting actionable insights from complex datasets to inform strategic decision making, improve patient outcomes, and support evidence based interventions. Proficient in Python, SQL, Tableau, and statistical analysis with a strong background in behavioral health, community health systems, and monitoring & evaluation. Adept at building predictive models, designing interactive dashboards, and leading cross-functional collaborations. Recently completed a Ph.D in Social Work, demonstrating a strong commitment to advancing data driven healthcare solutions.

## Education & Certifications

Ph.D. in Social Work | Indiana University - Purdue University, Indianapolis, IN (2019 – May 2025)

Master's in social work | Michigan State University, East Lansing, MI (2015 – 2017)

Honor Degree in Social Work | University of Namibia-Main Campus, Windhoek, NA (2011 – 2014)

Certificate in Data Analytics, (CareerFoundry Boot Camp) (2023)

## Professional Experience

Behavioral Health Data Analyst, Acadia Behavioral Health System, Tennessee, USA, Remote Contract      March 2024 - Present

Analyze behavioral health program data to evaluate treatment outcomes, access to care, and mental health and substance use service performance. Collaborate closely with clinicians, case managers, and operations teams to identify and track priority behavioral health metrics. Extract and integrate data from multiple sources to perform comprehensive analysis and support evidence based decision making. Manage and manipulate electronic health record datasets ensuring precise clinical interventions tracking and patient progress monitoring. Developed clear, actionable dashboards and reports for both clinical and non-clinical stakeholders. Apply statistical and predictive analytics to uncover trends related to behavioral health conditions, treatment outcomes, and social determinants. Maintain strict compliance with data privacy standards, ensuring quality, consistency, and confidentiality in all behavioral health reporting.

### Key Accomplishments:

- Developed a predictive analytics model to identify early signs of treatment non-compliance boosting patient retention by 10%.
- Created clinician facing dashboards that visualize patient progress, enabling evidence-based therapy adjustments.
- Ensured full compliance with HIPPA and other USA healthcare privacy regulations, enhancing audit readiness and data security.

Senior Data analyst -Community Health Programs, Ministry of Health and Social Welfare Services, Primary Health Care Services Directorate, National Headquarters, Windhoek, Namibia, Temporary remote      Oct 2018 - June 2019

Analyzed and integrated data from national health systems and community health worker programs to evaluate primary health interventions. Designed and maintained Tableau and Excel dashboards for national and donor-level decision making. Built data models and large analytic datasets to track health outcomes such as maternal health immunization, and HIV service delivery. Partnered with program directors and regional teams to define strategic performance indicators and optimize program targeting. Delivered high-level analytical report to guide national health planning and resource allocation. Led quality assurance processes, ensuring data consistency and integrity with national monitoring and evaluation officers.

### Key Accomplishments

- Developed a national dashboard tracking maternal and child health indicators, leading to a 15% improvement in service coverage in underperforming districts.
- Supplied quarterly performance data that shaped the Ministry's strategic planning and influenced national funding allocations.
- Led integration of community health worker data into national systems, enabling real time monitoring of over 5 hundred household visits annually

Monitoring and Evaluation Data Analyst, Ministry of Health and Social Services, Primary Health Care Services Directorate,      Regional

Designed regional, monitoring frameworks and dashboards to assess health service delivery and outreach program effectiveness. Extracted, transformed, and analyzed data from national systems, field reports, and partner organizations using excel, SQL, and Python. Conducted data quality reviews and collaborated with district data officers to correct reporting errors and improve accuracy. Created interactive dashboards to provide real-time regional health insights and identify coverage gaps. Supported regional management with actionable reports for health campaigns, maternal care, and disease control. Delivered training to local staff on data collection tools and monitoring best practices, enhancing data accuracy.

#### Key Accomplishments

- Reduced data reporting delays by 40% through automation and improved validation workflows.
- Produced monthly immunization and outreach trend reports used in strategic health planning.
- Trained over 50 district health officers, improving indicator consistency across 12 districts.

Public Health Data Analyst in person, Ministry of Health and Social Services, Health Information and Research Directorate, *National Headquarters, Windhoek Namibia* Jan 2015—June, 2015

Conducted population health system analyses to monitor outcomes, identify disparities, and support evidence based policy. Mapped health service trends using statistical tools like SPSS, focusing on child immunization, antenatal care, and HIV adherence. Developed automated reporting systems and dashboards for public health indicators. Collaborated with epidemiologists and program leaders to align health indicators with national priorities. Identified data gaps and coordinated with IT and field teams to improve information flow. Presented findings to national and international stakeholders to guide funding and policy.

#### Key Accomplishments

- Led development of automated public health reports, cutting reporting turnaround by 60%
- Identified rural disparities in antenatal care uptake, prompting targeted outreach campaigns improving access in 3 underserved regions.
- Co-authored data briefs for international donors summarizing regional HIV and child health performance.

Health Care Data Analyst, Ministry of Health and Social Services, Tertiary Health Care & Clinical Support Services Directorate, *National Headquarters, Windhoek Namibia* Dec 2014 —Jan, 2015

Collected and analyzed clinical and administrative data to evaluate healthcare efficiency and outcomes. Developed SQL pipelines to automate hospital reporting on patient visits and chronic disease management. Produced insights into patient flow, treatment adherence, and facility performance for operational decisions. Created Tableau dashboards to monitor clinical metrics such as wait times, missed appointments, and medication stockouts. Ensured data integrity through regular audits and collaboration with clinical staff. Integrated social work data to evaluate barriers to care in marginalized communities.

#### Key Accomplishments

- Improved chronic disease management reporting accuracy by 30% through data from restructuring and cleaning.
- Designed a Tableau dashboard that reduced outpatient appointment no - shows by 20%.
- Provided insights on service bottlenecks, supporting workflow streamlining and reduced patient wait times..

## Technical Proficiencies

**Data Analysis:** Python, SQL, Excel, SPSS & Google Sheets

**Data Visualization:** Tableau & Powerpoint

**Statistical Methods:** Hypothesis Testing, Descriptive Statistics, Time Series Analysis, Forecasting, and Machine Learning.

**Tools:** Jupyter Notebook, GitHub & Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Teams)

**Data Management:** Electronic Health Records, Data Quality Assurance.

## Soft skills

Strong analytical thinking and problem-solving.

Effective communication and presentation to technical and non-technical audiences.

Ability to manage multiple priorities in fast-paced environments.

Self-motivated, proactive, and collaborative team player