

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. Gained deep exposure to the U.S. healthcare system through doctoral research, with focus areas including behavioral health access, payer coverage, and intervention effectiveness. Recently I completed a Ph.D in Social Work, demonstrating a commitment to using data to improve access, optimize reimbursement pathways, and support life-changing treatment delivery.

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

Data analyst -Community Health Programs, Ministry of Health and Social Welfare Services, Primary Health Care Services Directorate,
National Headquarters, Windhoek, Namibia, Remote Oct 2020 - Aug 2025

Analyzed and integrated complex national health system and community health worker data to evaluate primary healthcare interventions focused on maternal health, immunization, and HIV service delivery. Designed and maintained interactive Tableau and Excel dashboards, translating large datasets into actionable insights for national and donor-level decision-making. Partnered with program directors and regional teams to define strategic performance indicators, optimize program targeting, and improve patient access and outcomes. Led quality assurance processes with monitoring and evaluation officers to ensure data integrity and consistency.

Key Accomplishments

- Developed a national dashboard tracking maternal and child health indicators, contributing to a 15% increase in service coverage in underperforming districts.
- Supplied quarterly performance reports that shaped the Ministry's strategic planning and influenced national funding allocations.
- Led integration of community health worker data into national health information systems, enabling real time monitoring of over 500 household visits annually, supporting more timely and effective program interventions.

PhD Student Research Assistant, Indiana University, Indianapolis, IN

August 2022 - April 2023

Project: Evaluating Community – Based Behavioral Health Interventions for At-Risk Youth

Analyzed healthcare, social services and payer datasets using Python, and regression modeling to evaluate interventions effectiveness across, 1,500+ records. Identified key trends in access, engagement, and outcomes, including disparities linked to insurance and geography. Evaluated referral follow-through and service utilization to measure real-world impact. Created Tableau dashboards to visualize findings and provided data-driven recommendations to improve program reach and impact. Collaborated with community partners and program managers to ensure findings were actionable and aligned with local needs. Ensured reproducibility with efficient data pipelines and version control.

Key Accomplishments:

- Identified significant disparities in behavioral health services access based on insurance type, geography, and socioeconomic factors, informing targeted outreach efforts for underserved youth.
- Developed interactive Tableau dashboards that enhanced data transparency and stakeholder engagement, enabling real-time program monitoring and decision making.

- Streamlined data analysis workflows by implementing reproducible pipelines and version control, increasing project efficiency by 25% while maintaining high accuracy.

Monitoring and Evaluation Data Analyst, Ministry of Health and Social Services, Primary Health Care Services Directorate, *Regional Health Office- Oshana Region, Namibia* Oct 2018 - June 2019

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, 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