Experience

Data Analyst, Healthcare

Blue Cross and Blue Shield of Alabama Mar 2024 - Present

* Automated legacy healthcare compliance reports by optimizing the SQL codebase to reduce runtime from 11 seconds to 3 seconds (a 94% improvement), enabling faster delivery of claims/patient data for clients terminating their contracts.
* Developed a Tableau dashboard for executive leadership by writing a complex SQL script to identify members testing positive/negative for depression.
* Streamlined SQL query documentation by developing an automated query analysis tool using Python, reducing SQL review time by 50% and increasing team productivity.
* *SQL, Python, Tableau, Jira, Excel*

Data Analyst, Institutional

University of Texas at Tyler Aug 2023 - Mar 2024

* Supported U.S. News rankings by developing enrollment/degree dashboards used in national benchmarking.
* Streamlined new-hire onboarding by optimizing and documenting the protocol, reducing the average onboarding time from 8 hours to 2 hours (a 75% improvement).
* Developed dynamic dashboards to track enrollment, student satisfaction, and institutional performance, supporting data-driven decision-making for leadership.
* *SQL, SAS, Power BI, Excel*

Data Analyst, Emergency Medical Services (EMS)

UT Health East Texas Jan 2023 – Aug 2023

* Contributed to cost-cutting measures by transforming a 10-year backlog of Tableau reports into Power BI dashboards
* Significantly improved emergency response readiness by writing Python scripts to automate ambulance and helicopter software configuration, cutting setup time from 1 hour to 5 minutes per unit (a 92% improvement).
* Streamlined inventory management by developing a real-time Microsoft Power App, improving data collection and extraction processes across multiple departments.
* Significantly reduced ticket resolution times by engineering a customized IT ticketing system using Microsoft Forms and SharePoint.
* *SQL, Python, Tableau, Power BI, Excel, SharePoint, Microsoft Forms, Smartsheet*

Analyst, Information Security

CalTech Sep 2021 – Jan 2023

* Reduced manual effort and minimized risk by automating the creation and upkeeping of hundreds of event notifications in a new SIEM platform using Python and REST APIs, saving hours of time and eliminating potential human error.
* Ensured data accuracy and consistency by developing a quality assurance Python script that leveraged APIs from two vendors to verify the presence of hundreds of servers across both applications.
* Improved threat response strategies by analyzing emerging zero-day threats, evaluating their cost, impact, and severity, recommending appropriate mitigation actions.
* *Python, Microsoft Azure, Bitdefender, Perch SIEM, Lionguard, KnowBe4, Auvik*

Teaching & Pro-Bono

Data Education Content Creator

YouTube @ Join the Query Apr 2025 - Present

* Giving back to the community by producing engaging, fun, and quirky educational data content into digestible lessons helping beginners and professionals alike improve their technical skills.

Cisco Networking & Routing Teaching Assistant (Tutor)

Tyler Junior College Aug 2018 - Dec 2020

* Collaborated with the late professor Bill Byrd tutoring Cisco routing and switching.

Physics Teaching Assistant (Tutor)

Tyler Junior College Aug 2018 - Dec 2020

* Collaborated with the college as part of a student program tutoring intro-level physics.

Skills

Programming

SQL · Python (Pandas, NumPy, Matplotlib) · PowerShell

Business Intelligence

Tableau · Power BI · SAP Crystal Reports · Excel (PivotTables, Power Query, Advanced Formulas)

Databases

Microsoft SQL Server · Oracle · PostgreSQL · DB2 · Toad

Soft Skills

Critical Thinking · Storytelling with Data · Leadership · Communication · Adaptability

Key Projects

Transportation Vendor Spend Dashboard

Blue Cross and Blue Shield of Alabama

* Saved costs by tracking $X patient transport spending across 4 vendors, identifying underperforming contracts for renegotiation.

[Academic Analytics Fact Books Initiative](https://www.uttyler.edu/offices/information-analysis/fact-books/)

The University of Texas at Tyler

* Under Information Analysis Director, Cindy Strawn. I enabled institutional decision-making by developing 6+ Fact Book dashboards (enrollment, degrees, faculty metrics) that became the trusted data source for U.S. News & World Report rankings and College Board publications.

Ambulance Deployment Intelligence System (ADIS) Dashboard

UT Health East Texas

* Reduced rural emergency response times by 15-30 seconds per ambulance in Smith County by modeling 911 call patterns and geographic gaps, strategically placing new units in communities with the highest volume of life-threatening calls—maximizing life-saving coverage where delays mattered most.

Education

 Western Governors University

MBA in Information Technology Management Feb 2025

 Western Governors University

BS in Data Management and Data Analytics Feb 2024

A yellow and black logo

AI-generated content may be incorrect. Tyler Junior College

AAS in Network Technology Dec 2020

Certifications

Microsoft Azure Fundamentals

AWS Certified Cloud Practitioner

Cisco CCNA

CompTIA CySA+

CompTIA Security+

CompTIA Project+

CompTIA Network+

CompTIA A+