

# ELVIS RODRIGUEZ

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## SQL Data Analyst

Database Design | Data Visualization | SQL Developer

Experienced and detail-oriented Business and Data Analyst professional with a proven track record of driving strategic decisions, ensuring regulatory compliance, and optimizing internal audit processes. Skilled in project management, risk assessment, and team leadership, with over 15 years of expertise in technology, project management, and process improvement.

- Implemented standardizations and software application changes for the Call Center IVR, resulting in a 20% decrease in average call handling time and improved IVR performance (Healthfirst).
- Inventory Management Consolidation and SharePoint Applications/Software Implementation (Healthfirst).
- Reporting Operations reengineering (SAS Enterprise operations) & Alteryx Migration (Healthfirst).
- BI Development - Dashboard Designs and SQL Scripts implementation (Pronto Transportation).
- Reservation/Booking - Operation Data Storage Transformation Initiative & Limo Anywhere Implementation (Pronto Transportation).

## CORE COMPETENCIES

- |                                                              |                                              |
|--------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Performance Metrics Monitoring      | <input type="checkbox"/> Project Management  |
| <input type="checkbox"/> Data Warehousing                    | <input type="checkbox"/> Process Improvement |
| <input type="checkbox"/> Leadership & Team Management        | <input type="checkbox"/> Trend Assessment    |
| <input type="checkbox"/> Automation and Technology           | <input type="checkbox"/> Microsoft Suites    |
| <input type="checkbox"/> Problem Solving & Critical Thinking | <input type="checkbox"/> Data Visualization  |

## WORK HISTORY

**Almonte LLC**

**Hackensack, NJ**

**Business intelligence Analyst**

Jan 2024 - Current

- Assessed and analyzed organizational risks, leading to the development and execution of mitigation strategies, resulting in a 30% reduction in potential losses.
- Collaborating with stakeholders, process experts, and users to meticulously gather and document requirements, grasp business priorities, and identify strategic initiatives for developing operational dashboards and analytical solutions.
- Directing the creation and deployment of precise data catalogs within Data Management Tools, fostering intuitive data exploration and empowering strategic decision-making for optimized operational performance.

**Healthfirst****Lake Mary, FL****Manager Analytics****Apr 2015 - Oct 2023**

- Managed a diverse portfolio of projects, ranging from small-scale initiatives to large, complex endeavors. Successfully led technology-driven projects such as batch uploads, data cleansing, new product development, and system changes, consistently delivering results on time and within budget in a dynamic business environment.
- Deployed Tableau analytic dashboards and SharePoint spreadsheets, including executive metrics reporting, to a user base of 50 for role-specific reporting.
- Spearheaded a comprehensive healthcare provider data cleansing initiative, utilizing advanced data cleansing techniques to rectify inaccuracies, eliminate duplicates, and enhance data quality, resulting in improved accuracy and reliability of critical healthcare datasets.

**Healthfirst****Lake Mary, FL****SQL Data Analyst****Nov 2013 - Apr 2015**

- Enhanced data management capabilities within a 3-month period by implementing an efficient Call Flow system, proficiently managing 1 million monthly calls, and updating the IVR system for optimal performance.
- Revamped outdated member recertification report initially developed in MS Access, implementing advanced logic through intricate Excel formulas and SAS Enterprise Guide. Achieved an impressive 95% reduction in report creation time, transforming it from a 12-hour process to just 30 minutes.
- Crafted comprehensive functional requirements for developers, guiding the creation and enhancement of processes within HP ALM to ensure the successful delivery of high-quality products.

**Pronto Transportation****Tampa, FL****Senior Systems Analyst****Apr 2005 - Nov 2013**

- Enhanced Operations Dashboard initially developed in MS Excel, implementing Stored Procedure in MS SQL Server to manipulate and automate final output. Reduced report duration time from 4 days to only 2 hours.
- Identified a gap in data storage and analysis due to unstructured data exports and manually created Excel files; developed and implemented a comprehensive data warehouse using MS SQL to centralize data from various sources, significantly enhancing the company's ability to perform robust data analysis and reporting.
- Addressed data quality issues caused by inconsistencies from multiple system migrations by developing a solution to generate a unique identifier for customer data based on key data values. Implemented a data scraping report to identify duplicates and errors, which facilitated data cleansing efforts and improved overall data quality to over 97%.

## **EDUCATION**

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### **M.S. IN MANAGEMENT INFORMATION SYSTEMS**

Devry University, Orlando, FL

### **B.S. IN BUSINESS ADMINISTRATION**

University of Phoenix, Tampa, FL