ELVIS RODRIGUEZ

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SUMMARY

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).
- Sharepoint Document Management standardizations and software applications change 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).
- Verizon Internet services provision, toll & billing software code development/implementation.
- Verizon Y2K standardizations and software applications change implementation.

PROFESSIONAL EXPERIENCE

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.

- Conducting regular reviews and analyses of current processes using operational metrics and reports.

- 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

Director of Operations   Sep 2019 - Oct 2023

- Led teams in provider data management and analytics reporting, enhancing data quality while ensuring audit compliance.

- Revolutionized data entry workflows within a 3-month timeframe using SAS Enterprise, leading to a remarkable 30% reduction in errors and reclaiming 20 hours weekly. This achievement was realized through the development and successful implementation of an efficient batch upload system.

- Led the development and implementation of effective fraud detection and prevention strategies for Electronic Funds Transfers (EFT) operations, significantly diminishing turn-around time, enhancing controls, and optimizing overall performance.

- Oversaw major project milestones and control detailed project schedules, issues, and risks.

HEALTHFIRST   Lake Mary, FL

Senior Manager Analytics   Apr 2015 - Sep 2019

- Spearheaded policies and procedures updates, achieving a 98% accuracy in documentation and processes.

- Completed deployment of ISO training, engaging cross-functional teams and fostering a continuous improvement environment.

- Managed and coordinated requirements with virtual global teams, applying in-depth understanding of organizational concepts and procedures.

HEALTHFIRST   Lake Mary, FL

Business Analyst   Nov 2013 - Apr 2015

- Delivered specialized knowledge on data matters and spearheaded the resolution of data-related issues.
- Enhanced data management capabilities and revamped outdated reports, achieving significant time savings.
- 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.

PRONTO TRANSPORTATION   Tampa, FL

Manager Analytics/Risk Management   Apr 2005 - Nov 2013

- Designed and implemented automated report delivery systems, resulting in significant time savings and enhanced operational efficiency.
- Introduced strategies to streamline risk management processes, leading to a 20% reduction in project delays.
- Conducted analysis of risk management data, identifying trends and implementing proactive strategies, leading to a 25% decrease in potential losses.

VERIZON   Tampa, FL

Manager Systems Analyst   Jul 1999 - Apr 2005

- Developed comprehensive documentation adhering to ISO standards, ensuring continuity of operations and mitigating knowledge loss.
- Resolved critical production issues and provided timely solutions, serving as the primary liaison during bridge calls.
- Developed automation scripts and template applications to facilitate the configuration of WebSphere MQ Series, including SQL code for the creation of Queues, Channels, and Clusters, streamlining the setup process and ensuring consistency across deployments.

EDUCATION

M.S. IN MANAGEMENT INFORMATION SYSTEMS

Devry University, Orlando, FL

B.S. IN BUSINESS ADMINISTRATION

University of Phoenix,Tampa,FL