

# CAROLINE B MADDEN

## SKILLS

SQL · Power BI · MS Office · Research ·  
Data Analytics · Communication · R ·  
Problem Solving ·  
Project Management · Leadership ·  
Teamwork

## EDUCATION

### M.S. Business Analytics

University of Houston

2012 - 2014

Dallas, TX

### B.S. Business Administration

University at Buffalo

2008 - 2012

Buffalo, NY

## STRENGTHS

### Data Visualization

Able to visualize complex datasets in a comprehensive and engaging way

### Giving Presentations

Not scared of giving presentations to members of the management team. Confident to answer all questions in a professional manner

### Problem Solving

Always seeking to find ways to improve myself and solve unexpected issues. Able to stay calm in problematic situations

## Healthcare Business Analyst

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linkedin.com/in/carolinemadden Miami, FL

## SUMMARY

A Healthcare Business Analyst with 8 years of experience in business analysis and data analytics. Able to present even the most complex of data sets in a comprehensive and engaging way.

## EXPERIENCE

### Healthcare Business Analyst

2018 - Ongoing

#### Lessard

Miami, FL

Lessard is a multinational company in the field of clinical research

- Communicating complex data findings in a comprehensive way
- Formulating realistic business objectives that stimulate revenue growth
- Providing guidance and training to 6 less experienced business analysts
- Developing reporting requirements to meet key clinical and operational targets
- Implemented a new forecasting methodology for each of the 8 states within the region
- Helped maintain user satisfaction and productivity metrics above target for 3 consecutive quarters
- Executed market research on clinical collaboration and communication tools through 25 interviews with healthcare professionals

### Junior Healthcare Business Analyst

2015 - 2018

#### Bolt

Dallas, TX

Bolt is a leading manufacturer and supplier of medical supplies and equipment

- Executed market research on 14 competitors to create an extensive competition report
- Provided 3 routine reports on the company's operational efficiency per year
- Assisted in analyzing monthly data to create quarterly revenue forecasts
- Delivered 1 quarterly verbal presentation of my key findings to the management team

### Business Analyst Intern

2014 - 2015

#### Stracke

Dallas, TX

Stracke is a healthcare company that owns the Stracke pharmacy chain

- Assisted business planning and the execution of the 3-year strategic plan
- Checked complex data sets for errors
- Researched healthcare regulations and laws to ensure 100% compliance with them
- Assisted in creating complex monthly reports and forecasts
- Gave 2 presentations to the larger Business Analysis team per week

## TRAINING / COURSES

### Data Science in the Healthcare Industry

eCornell, 2017

### Leading a High-Performing Team

Center for Leadership, 2017

### Advanced MySQL

Coursera, 2015