Melanie Kim

MelanieKim1121@gmail.com • (626) 277-2562 • LinkedIn

EXPERIENCE

KAISER PERMANENTE, Corona, CA | Pasadena, CA

Data Reporting and Analytics Consultant III   JUN 2023 - PRESENT
- Managed data pipelines and dashboards for the Cancer Support Line initiative across eight market rollouts
- Conducted a statistical analysis to assess intervention impact of a specialty line implementation, informing leadership on findings regarding member call behaviors and recommending outreach populations using Python
- Led a high visibility, cross-functional initiative to analyze repeat caller behaviors, delivering insights that reduced executive-level escalations by 79%, significantly improving member experience and KP reputation
- Engineered a multi-platform solution integrating SharePoint, Alteryx, and Power BI to automate data workflows, reducing manual reporting and enabling insights that improved operational efficiency and staff coaching
- Drove continuous improvement in data validation, process automation, and analytic reproducibility through innovative use of Power BI, Python, and Databricks.

Associate Consultant, Quality Oversight   NOV 2021 – JUN 2023
- Developed a SAS program to reconcile clinical contracts with public datasets, streamlining oversight of 1,700+ contracts across various facility types and replacing manual processes with standardized quality metrics
- Conducted workload efficiency analysis proving 4+ FTE savings and developed a regional centralization proposal to redirect staff to process improvement initiatives, leveraging SME survey data to quantify workload
- Created Tableau dashboards and automated workflows using Microsoft Power Apps and Power Automate, reducing analyst assignment time by 45% and standardizing communications

Senior Quality Analyst, Quality Oversight   OCT 2019 – OCT 2021
- Developed reports using SQL analytic functions to extract and validate Clarity data using KP data models
- Built dashboards monitoring vendor complaints during the pandemic, supporting resource allocation
- Streamlined review processes, reducing manual steps by 70% and improving data quality and timeliness

Graduate Intern, Infection Prevention   MAY 2019 – OCT 2019
- Built Tableau models forecasting infection trends for regional leadership and physicians, aligned with CDC goals
- Conducted statistical analysis of year-over-year infection rates to identify key improvement areas

KURTZMAN KARSON CONSULTANTS, El Segundo, CA

Consultant   AUG 2016 – JUN 2018
- Managed eight pharmaceutical claims analytics projects, producing analytic reports in Excel for client presentations to maintain transparency, share progress, and drive informed feedback
- Directed and mentored 14 staff in advanced Excel and data management, improving data accuracy by 33%
- Led quality control audits and implemented process guidelines to enhance data reliability and consistency

SKILLS

Technical: SQL, Python, Databricks, Power BI, Alteryx, Tableau, Excel, SharePoint, Power Automate, SAS
Analytics & Management: Data Management, Statistical Programming, Project Management, Consulting, Presenting

EDUCATION

California State University, Los Angeles
Master of Science, Health Care Management | Bachelor of Science, Public Health