

Melanie Kim

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EXPERIENCE

KAISER PERMANENTE, Corona, CA | Pasadena, CA

Data Reporting and Analytics Consultant III

JUN 2023 - PRESENT

- Designed and built governed ETL pipelines unifying internal databases, producing dashboards and analyses for a specialty line for cross-departmental leaders across eight market rollouts
- Developed a machine learning model leveraging logistic regression to predict high-risk, rare events
- Conducted a statistical analysis using Python to assess impact of a specialty line, informing leadership on findings regarding member call behaviors and recommending outreach populations
- Led a high visibility 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

Associate Consultant

NOV 2021 – JUN 2023

- Reconciled clinical contracts with public datasets using SAS, streamlining oversight of 1,700+ contracts across various facility types and replacing manual processes with standardized quality metrics
- Led a workload efficiency analysis that quantified 4+ FTE savings and developed a regional centralization proposal to reallocate staff to process improvement initiatives
- Created Tableau dashboards and automated workflows using Microsoft Power Apps and Power Automate, reducing analyst assignment time by 45% and standardizing communications
- Engineered an RPA-based automation system for mass quality case creation, leveraging SharePoint, Excel, and programming expertise to accelerate processing and reduce errors

Senior Quality Analyst

OCT 2019 – OCT 2021

- Created analytic dashboards to surface vendor complaint patterns and monitor COVID-19 surge trends, supporting timely resource reallocation during high-demand periods
- Developed SQL-based reports leveraging analytic functions to provide clinical quality review insights
- Defined data and analytic requirements to design efficient reporting solutions, improving assignment turnaround time and increasing provider stakeholder engagement

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 accuracy by 33%
- Led quality control audits and implemented process guidelines to enhance data reliability

SKILLS

Tools: SQL, Python, Databricks, Spark, Power BI, Excel, Power Automate, Alteryx, Tableau, SAS

Analytics & Management: Statistical Programming, Machine Learning, Project Management

EDUCATION

California State University, Los Angeles

Master of Science, Health Care Management | Bachelor of Science, Public Health