**MARY S. MACLEAN**Pittsburg, CA 94565

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**PROFESSIONAL SUMMARY**

Data Analyst possessing a comprehensive background in healthcare, computer science, and data analytics with the ability to collect, transform, model, analyze, and visualize complex datasets. Ability to leverage business intelligence tools to provide valuable insights for smart-decision making geared towards increasing customer retention. Managed equipment and assets over $500K that mitigated risk and ensured safety, quality, and compliance. Career supported by a Masters in Computer Science, a Google Analytics certification, and a Google IT Support Professional certification.

* Data Mining
* Process Improvement
* Technical Writing
* Data Visualization
* Webpage Analytics
* Training & Development
* Healthcare Services
* Interpersonal Communication
* Microsoft Office Suite

**EDUCATION**

**Master of Science (M.S.) Computer Information Systems** | California University of

Management and Sciences

**Bachelor of Science (B.S.) Marine Biology and Biological Oceanography** | University of Calabar

**CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

**Google IT Support Professional** | Syracuse University

**Data Analytics** | Data Techcon

**Google Analytics** | Google

**PROFESSIONAL EXPERIENCE**

**Cypress HCM | Walnut Creek, CA**

**Client: Netflix 2020 - Present**

***Shift Manager***

Supervised, trained, and performed quality assurance (QA) checks on 6+ Data Entry Specialists that integrated Human Resource data and used both analytical and data mining to ensure Netflix employees’ health data was reviewed, cleaned, and modeled prior to uploading it into the Origami database.

* Directed staff members that served on a COVID-19 test project that assessed and ensured the validity of data for Netflix; discovered and reported document errors according to standard practices
* Demonstrated time management skills and ensured all assigned tasks were completed on or before their due dates; used the project management tool Asana to coordinate and track the team’s work and maintain a 99% accuracy rate over tenure
* Maintained 100% data confidentiality in accordance with the California State Department of Disease Control regulations and corporate policies
* Collaborated with laboratories to ensure results were reported correctly and in a timely manner and assisted in problem solving
* Ensured data accuracy by using Microsoft Excel to perform data cleaning before uploading onto the database
* Perform table and cells joins using V-look up and concatenate function in Excel.
* Created a dashboard using Power BI (Data Visualization tool), identifying key metrics and presented to management team.

**Data Tech Con | Anaheim, CA 2020**

***Business Data Analyst***

Employed superior analytical abilities, data mining skills, and diverse business experience to create inventory targets and develop strategies for optimizing customer engagement. Analyzed complex data sets from multiple sources to provide insights to and communicate findings to decision makers for data-driven decisions.

* Developed and maintain data visualization key Performance Indicators (KPI) dashboards and report systems for tracking and monitoring of KPIs using Microsoft (MS) Power BI; leveraged analytics to increase customer engagement, acquisition, and retention
* Collaborated with the IT team to install, create, update, and maintain a customer relational database to monitor the customers returns and retention rate; extracted data from databases using SQL queries and transformed the data into information by applying statistical analysis that generated insights
* Integrated Google analytics with the company’s website to collect data and analyze key performance metrics to provide insights on customer’s behavior; generated reports that tracked and monitored customer metrics and provided information to support business goals; interpreted analytical findings and briefed them to vendors and the marketing and sales teams; resulting action taken by senior managed was able to increase the customer acquisition rate by 56%
* Analyzed healthcare data that identified pattern and trend on key factors that influences patient’s diseases and the likelihood of patients having hypertension and heart disease. Developed an interactive dashboard using descriptive statistics to show trends based on historic data. Generated key insights and wrote an executive report outlining the problems and recommendations on the impact of demographic & behavioral factors on heart disease and hypertension.

**Magnolia Rehabilitation Center and Nursing Center| Riverside, CA 2019 - 2020**

***Certified Nursing Assistant***

Deliver high quality nursing care for rehab, hospice, and long-term care patients adhering to California regulations and standards. Coordinated with physicians and nursing staff while assisting with diagnostic procedures included obtaining specimens, taking vital signs, and ensuring patient comfort.

* Took and tracked patients’ vital signs and used analytical skills to identify developing health issues; reported finding to physicians and staff; worked with the medical team to develop treatment plans to address issues before they became life threatening with the use of Microsoft office suite
* Collected data for the “rock n roll” program that tracked how often healthcare workers washed their hands during each shift; data showed a directed linked between hand washing and a reduction in infection rate; program used to educate the staff on the vital importance of hand washing
* Improved corrective maintenance completion by 45% through the development and integration of lead and subordinate maintenance teams
* Assisted the staff and other nurses in ensuring optimal patient care and the smooth functioning of the facility

**Cerna Healthcare | Irvine, CA 2014 - 2019**

***Patient Care Assistant***

Provided operational support to nurses and healthcare professionals providing basic medical check-ups, assisted patients with personal care, observed the evolution of health condition, and administered medicines.

* Coordinated and provided care for patients recovering from strokes, heart surgery, and other operations; cared for patients with Dementia, Alzheimer, and Parkinson’s Disease
* Collected and analyzed data on Hospice cases; updated and maintained patients health records with in the company's database in accordance with Health Insurance Portability and Accountability Act (HIPAA) and the State of California guidelines and regulations
* Scheduled doctor’s appointment and organized activities, games, and outings for recreation and exercise

**COMMUNITY SERVICE**

**Dlovefactor | Victorville CA 2016 - Present**

***Web Developer and Executive Member***

Create educational content for youth and young Adults that was shared via the organization’s website. Maintained, developed, and monitored the website and responded to emails or inquiries for the organization.

**Victory Bible Church International Women’s Ministry | Riverside CA 2019 - Present**

***Treasurer***

Maintain accurate account for the organization that used Microsoft Office. Created and maintained the budget ledger and tracked income and expenses.

**Victory Bible Church International Children’s Ministry | Riverside CA 2018 - Present**

***Department Head***

Created child friendly educational materials and allowed each child to freely express their thoughts on each subject through a guided discussion.