Dustin Bowen

Data Analyst

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About Me

I am a data analyst with a deep love for creative problem solving. Whether business or client facing, I work to fully understand the project's needs, then deliver clear, concise, actionable reporting that is timely, scalable, and repeatable. I attended Nashville Software School to learn Python for data analytics and expand my knowledge of SQL.

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Skills

Data Analysis
Python, Jupyter, SQL, Power BI, Tableau
Microsoft
Office Suite, specialty in Excel and VBA Automation
Other
Git, Salesforce, G Suite, TriNet, iCIMS, Google APIs
OS
Windows, GNU/Linux

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Education

Nashville Software School
Data Analytics Certification
June-December 2020
Nashville, TN

University of Texas at Dallas Political Science
2005-2008
Richardson, TX

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Experience

Inovalon / Data Analyst Manager

January 2018 to present, Nashville TN
Inovalon is a data-driven healthcare company offering cloud-based tools and the power of big data to its partners. Complex Care Solutions offers in-home assessments, was acquired in 2017, and fully integrated as a division of Inovalon in 2018.

- Daily metrics on operations concerning over a million referrals from over a dozen healthcare clients serviced by over 1,000 field agents employed by 25 business entities in 26 states
- Creation and maintenance of automated QA and performance management tools, saving thousands of man-hours annually ● Direct management of payroll verification, streamlining workflow while reducing errors on thousands of entries per pay period, despite increased complexity in the wake of COVID-19
- Reduced processing time by weeks while increasing accuracy for $100k in monthly performance incentives and mileage payments ● Created quarterly "state of the union" reports to each affiliated business owner, from high level production and projection data, to performance management and customer satisfaction data

Complex Care Solutions / Business Operations/Data Analyst
March 2014–December 2017, Nashville TN

- Worked with interdepartmental teams to synthesize siloed data from call center, operations, and onboarding
- Created daily dashboards for senior leadership comparing current performance to historical trends
- Developed workflow to ensure compliance and identify outstanding time-sensitive documentation
- Worked with clients to monitor key metrics and deliver ongoing assessment of progress towards SLA completion
- Scaled reporting and workflow process up as company grew from 25 employees to over 400

Complex Care Solutions / Call Center
November 2012–February 2014, Nashville TN

- As one of five initial schedulers, was responsible for outreach to Medicare Advantage members referred by insurers

● Maximized schedule utilization and minimized travel time for nurse practitioners in the field
● As business grew, trained and supervised new employees in what became a full-fledged call center, while loading call lists and managing call campaigns

Dustin Bowen *(continued)*

Up in Smoke / Assistant Manager

March 2008–November 2012, Dallas TX

● Daily operations of upscale retail tobacconist
● Averaged year-over-year growth of 12% per month
● Track inventory, ensure availability, and manage rotation of stock ● Oversee scheduling and coverage of shifts
● Provide peerless service in a customer-oriented business

Sample Projects / Nashville Software School

The Data Analytics Bootcamp program provides training in the essential tools of data analytics, including Python, SQL, Excel, and data visualization suites. All projects available on my GitHub page.

Lahman Baseball Historical Exploration

PostgreSQL – Explore140 seasons of historical baseball data in 27 tables

● Use joins, temp tables, CTEs, and window functions to explore analyze historical offensive and defensive trends
● Examine the MLB careers (and earnings) of Tennessee collegiate baseball players
● Create data story about the effect of payroll on team wins in the "Moneyball" era

Nashville Rock 'n Roll Marathon Exploration

Python/Jupyter Notebook – Analyze results for Nashville full and half marathon from 2016—2019

● Using Python, scrape race results data broken up over hundreds of web pages
● Compare results and participation across years and race types ● Research factors like weather, number of participants, and type of participants to understand variance across years as well as outlying and anomalous results.

Airplane Crash Statistics

Tableau –Visualize historical aircraft disaster data from the early 1900's through the 2000's

● Create visualizations about spikes in aircraft accidents, including the correlation between season and crash incidents
● Find disaster-prone aircraft operators and possible mitigating circumstances
● Parse incident descriptors to identify most (and least) common causes of accidents