

# Dustin Bowen

## Data Analyst

---

📞 931.607.2765  
✉️ dustinreo@gmail.com  
🌐 linkedin.com/in/dustin-r-bowen/  
📁 github.com/d-bowen

---

### 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.

---

### 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

---

### Education

#### Nashville Software School

Data Analytics Certification  
June-December 2020  
Nashville, TN

#### University of Texas at Dallas

Political Science  
2005-2008  
Richardson, TX

### 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 – Explore 140 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
-