**Dustin Bowen Data Analyst** 931.607.2765 

dustinreo@gmail.com

 linkedin.com/in/dustin-r-bowen/

 github.com/d-bowen

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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

