

# Milton Francis

## Data Analyst

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### Objective:

As a former quality director, I was in charge of the call center quality assurance programs. I established customer interaction standards and implemented and evaluated monitoring programs to ensure that the organization's production, from raw material to finished product, is successful and that the organization's quality, integrity, and efficiency objectives are met. I enjoyed converting raw data into information that could be used to make wise decisions. I also enjoy problem solving, data collection, organization, and analysis, working in groups, and contributing to project plans.

### Skills:

- Data Analysis- SQL (CTE, Joining Data, Window functions, CASE, Subqueries)
- Python (Programming Language)
- Data Visualization- Power BI, Tableau
- Advance Microsoft Excel Program (VLOOKUP, XLOOKUP, Pivot Tables, OFFSET)
- Git/GitHub
- Microsoft Office (PowerPoint, Outlook)

### Experience:

#### Data Analytics Apprentice

**Nashville Software School** | September- Current

Six-month intensive program in data analytics and business intelligence. Emphasis on analytical reasoning through hands on training in every stage of the analytics workflow. Projects use real data presented by Nashville employers.

#### Project included:

- *City Cemetery Burials (Excel)*: Identify intriguing statistics for the cemetery's marketing materials, personally responsible for cleaning and investigated a dataset (what did I use to do that, power bi, tableau) on burials at the Nashville City Cemetery from 1846 to 1979. Visualized death ages by race, the number of graves by year, the most common reasons of death, and more.
- *App Trader (SQL, Excel)*: Data from the Apple App Store and Google Play Store was cleaned, investigated, and evaluated. Data-driven investment recommendations were visualized and given for the top 10 most profitable apps in both app stores, as well as which genres, pricing ranges, and content ratings of apps are the most profitable.

#### Quality Management Director

**KePro/Application Processing Center** | July 2019 – August 2021

- Direct and execute quality management initiatives and functions, such as planning, coordinating, and implementing corporate quality assurance programs with an emphasis on continuous improvement, while utilizing knowledge about performance improvement principles, methodologies, techniques, and methods of data analyst by using advanced excel functions such as VLOOKUP, XLOOKUP and pivot table to analyze the data.
- Establishes key performance indicators and maintains a tracking, reporting, and improvement system.

- Participate in several cross-departmental initiatives including SOP development, product improvement, and development
- Provide feedback to department leadership regarding applicants' phone experience, areas for improvement, and adherence to CMS and TennCare guidelines.
- Provide ongoing staff training regarding quality and compliance topics

### **Quality Specialist and Compliance Assistant Director**

**Department of TennCare** | Jan 2015 – June 2019

- Performs compliance audits to determine if the contractor (AHS) is complying with the policies, procedures and applicable regulatory standards set forth by Department of TennCare and CMS.
- Provide feedback to department leadership regarding member phone experience, area of improvements and adherence to CMS and TennCare guidelines.
- Research compliance related issues and provide feedback based on research
- Complete compliance audits, track results and provide summary report to department leadership
- Liaison with the contractor (AHS) to ensure quality expectations are met, including attending Quality meetings
- Create, maintain, and generate reports by using the Call Quality system
- Assign weekly assignments, schedule, and provide ongoing staff training regarding quality and compliance topics

### **Education:**

#### **Data Analytics Bootcamp, Certification**

Nashville Software School, Nashville, TN

#### **Bachelor of Science in Chemistry**

Austin Peay State University, Clarksville, TN

#### **Advance/ Senior Leadership and Development Course**

US Army, Ft Campbell, KY

### **Awards:**

- TennCare Vendor Operation Group Employee of the Month
- TennCare Vendor Operation Group Employee of the Quarter