

Nicholas Luong

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EDUCATION

University of California, Berkeley - *Master in Information and Data Science* Jan 2023 - Present

Relevant Coursework: Applied Machine Learning, Fundamentals of Data Engineering, Statistics for Data Science, Introduction to Data Science Programming, Research Design and Applications for Data and Analysis

Carnegie Mellon University - *Bachelor in Finance and Business Analytics* Aug 2017 – May 2021

Extracurricular Work/Certifications: Adobe Analytics Challenge - Semifinalist (Top 20 selected out of 3,000 teams), DataCamp Data Scientist for Python Track Bootcamp

SKILLS AND TOOLS

- Programming: Python (Tensorflow, Pandas, NumPy), SQL (Postgres, PrestoSQL), R
- Tools: Jupyter Notebook, BI Tools (AWS Quicksight, Tableau), AWS Athena, AWS Lambda, Excel
- Domain: Machine Learning, Health Informatics, Revenue Cycle Management/Finance Analytics

PROJECTS

US Olympic Training Facility Churn Analysis Nov 2023

- Partnered with an Olympic Training Facility for the final project in an ML class, applying TensorFlow and Pandas to conduct a comprehensive exploration of a time series dataset on user activity
- Engaged in an exploratory ML project under the constraints of a signed Non-Disclosure Agreement (NDA), tasked with utilizing machine learning techniques to extract valuable insights for an upcoming app for Olympians
- Developed and executed LSTM and linear models for active user count prediction, resulting in accurate insights into user engagement dynamics

CitiBike Electric Bike Mix and Ridership Revenue Aug 2023

- Developed a linear regression model to understand and predict the impact of New York City's bike station mix (Traditional vs. E-Bikes) and membership types (per-ride vs. members) on revenue generated per ride using R
- Wrangled the CitiBike dataset to allow the team to join onto NYC demographic data using the ZipcodeR package to determine how the characteristics of different neighborhoods (fixed-boroughs, neighborhood population density, income) could have an effect on the revenue generated
- Observed that a station that boosted its electric bike availability from an average of 20% to 25%, might see an approx. 5-6% increase in per-ride revenue

WORK EXPERIENCE

Valera Health New York City, NY
Data Analyst Sept 2022 – Present

- Spearheaded financial analytics efforts for a Series B telehealth startup and developed dashboard reporting and billing-related data schemas to support business needs, transforming hundreds of thousands of claims data
 - Managed the analytics team's relationship with finance teams and became the point of contact with Senior leadership for finance analytics to recommend data-driven decisions around revenue cycle management
- Designed an expected reimbursement model using PrestoSQL to provide C-Suite insight into potential cash flow per visit and utilized AWS Quicksight to develop reports that helped highlight \$8 million of missed revenue/improved collection efficiency
- Developed analyses on provider efficiency and have end-to-end experience from designing operations-related views and optimized tables to curate strategic analyses + recommendations for board meetings for investors
 - Includes projects on PTO analysis, contracted rates improvement, and PHQ/GAD reporting (mental health improvement metrics) that supported the firm's fundraising efforts
- Built new tables and views in the team's data lake for analytics around transactions/insurance adjustments (tracking the claim insurance process), patient journey (looking into patient retention funnel), and provider analysis (DYAD model)

JP Morgan & Chase New York City, NY
Associate - Wholesale Payments (Corporate & Investment Banking) Feb 2022 – Apr 2022

- Maintained a client book covering the financial institutions industry in North America, generating up to \$28mm in revenue, with the purpose of providing treasury solutions and working capital needs
- Crafted and presented pricing proformas and conducted sensitivity analyses in Excel to optimize pricing for proposals, delivering them to prospective clients and existing relationships