Nicole Wilbur

Colorado

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**Education**

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| Bachelor of Science, Computer Science (in progress; GPA 4.0) | Colorado State University |
| Programming for Data Science Nanodegree | Udacity |
| Master of Women’s Health | University of Melbourne |
| Bachelor of Arts, Sociology | Whittier College |
| Member of Sigma Tau Delta: English Honor Society; Alpha Kappa Delta: Sociology Honor Society | |

**Technical Skill Highlights**

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| SQL | Aggregations, Subqueries, Data Cleaning, Windows Functions, Advanced Joins |
| Excel | Pivot Tables and Charts; Logical, Text, Data functions; Sorting and Permissions; Conditional Formatting |
| Other | SQL Server, AWS S3, Git, Java, Python, Tableau, Slack, Zoho Project/Desk/Analytics |
| Healthcare Specific | Centricity, Greenway, NextGen, Visualutions |

**Projects**

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| --- | --- |
| SQL/Python | Created SSMS tables to store, format, and summarize outreach data; created stored procedure to update tables; wrote Python program to run the stored procedure, analyze the information and send a daily e-mail with the pivot charts and graphs attached. |
| Java | Created home inventory program to keep an up-to-date list of homes for a contractor with ability to add, remove, and update homes as needed. |

**Experience**

**COVID Check Colorado – Contract**

**Data Analyst**

**February 2021 – July 2021**

Responsible for:

* Managing and maintaining database of vaccine registrants and outreach data. Querying and exporting registrants based on COVID phases, updating the records to track invited. Creating tables and stored procedures for enhanced formatting and performance speed. Summarizing and reporting outreach data and impact daily. Providing ad hoc data as requested.
* Acting as a crucial link on cross-functional teams to quickly and seamlessly identify doses of vaccines available, pull lists of registrants, and import lists into the health record system for registrant notification of availability.
* Becoming the in-house expert on Zoho Analystics to provide the customer experience team with support and data: daily dashboard reports and ad hoc data requests.

Accomplishments:

* Above SQL/Python project
* Took over as sole manager and administrator of the SSMS database within a month. All improvements, queries, tables, and stored procedures were my creations and responsibility.
* Created over 60 dashboards and reports in Zoho Analytics to support and guide the customer service operations and staffing.

**CareSight**

**Data Analyst/Database Administrator – Contract**

**November 2019 - March 2020 (COVID furlough)**

Responsible for:

* Administering and maintaining databases; performing quality assurance and date evaluation on reports and databases.
* Writing queries, performance tuning existing queries, publishing and maintaining reports in customers’ portals.
* Restoring databases from AWS S3 backups.

Accomplishments:

* Created a reporting system (tables, stored procedures, and end user reports) to report the record count in the replicated databases vs the source databases and calculate total and percent difference for in-house verification of data integrity.
* Created jobs to check that the replicated databases maintained current data and send e-mails to the data team should a database lack current data.
* QA draft document for the installation and execution of an unfamiliar Reader-Writer software. Ensured each step of the documentation was logical, comprehensive, and executable for a new user; improved grammar, layout, and formatting.

**The Center for Mental Health**

**Quality Assurance Director**

**November 2018 - August 2019**

Responsible for:

* Data: analyzing, reporting, summarizing, mining, tracking, and communicating internally to agency employees, directors, and leadership.
* Submitting quarterly grant and progress reports to funders including the State of Colorado Office of Behavioral Health.
* Problem solving clinical operations.; advising clinic directors on legal and regulatory compliance concerns.
* Writing policies, procedures, workflows, click-by-click instruction manuals, and trainings.

Accomplishments:

* Collaborated with data analyst to create and publish SQL reports for all performance incentive measures and KPIs.
* Successfully submitted data and analysis on two quality improvement incentive programs grossing over $250,000.

**Prism Health North Texas (formerly AIDS Arms, Inc.)**

**Analytics and Innovation Director**

**July 2016 - November 2018**

Responsible for:

* QM program: QM plan, QM committees, QI projects, evaluation, data-driven decisions, performance measure tracking, and internal communication and training on quality at all levels from the board to the frontline employees. Reporting data and outcomes to federal, state, and local regulatory agencies.
* All clinical, quality, and client level data requests and reports. Managing the requests, pulling and analyzing data, verifying data; and, reporting to grantors, other governmental agencies, the board of directors, and the leadership team.
* Identifying, proposing, and implementing new opportunities and trends in healthcare and technology that will keep PHNTX on the cutting-edge. Packaging ideas and opportunities in written summaries, slide decks, and/or oral presentations.
* Writing the quality sections on grants.

Accomplishments:

* Redesigned, rewrote, and rolled out the first effective QM program and plan the agency has had in over five years. Gained committee buy-in and participation from two doctors and the chief medical officer.
* Special recognition twice from our federal grant project officer for the quality program and activities completed.
* TMF Quality Innovation Network quality consultant highlighted the QM program as a “high performer.”
* Continued to provide EHR technical assistance to all employees.

**AIDS Arms, Inc.**

**Clinic Administrator**

**July 2012 - July 2016**

Responsible for:

* Overall functioning and daily supervision of two non-profit outpatient HIV clinics.
* Documenting, developing, and implementing policies and procedures for all employees including the providers to increase efficiency and smooth patient flow.
* Creating OSHA and HIPAA programs for the entire agency including developing policies and procedures that comply with all applicable federal and state regulations.

Accomplishments:

* Lead the OSHA committee and was the safety officer for the entire organization.
* Created tools for benchmarking performance (exe: no-show rates, dwell times), gathered data, and performed PDSAs to identify processes that will have long-term positive impact.
* Decision-maker in buying a new electronic health records (EHR) system, built and implemented the EHR and all add-ons at both medical clinics. Then, successfully created a manual, trained, and rolled out the EHR system to over 50 EHR-naive social workers.