# Rachel Chen

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**Work Experience**

**Verisk Analytics, Inc.**        San Francisco, CA, USA
*Data Analyst*        *Oct 2014 – Nov 2014*
- Analyzed datasets to create bespoke solutions for property/casualty insurance underwriting
- Completed staffing forecast models to optimize adequacy and efficiency
- Ongoing monitoring of call center utilization and assessed call staff effectiveness

**North East Medical Services, Inc.**        San Francisco, CA, USA
*Healthcare Analyst*        *Nov 2011 – Sept 2013*
- Created and submitted reports with Key Performance Indicators
- Verified and enforced data integrity and accuracy by issuing "fix-it" reports using SSRS
- Troubleshot report queries by reviewing all steps in the data flow from source to report
- Performed trend projection and data forecast to improve business decision-making
- Developed stored procedures for process enhancement and automation
- Managed and completed ad-hoc projects as required by senior management
- Provided data support to other community healthcare centres

*Programme Assistant*        *Mar 2011 – Nov 2011*
- Translated newsletters, marketing materials, and websites from English to Chinese
- Designed logo and letterhead for the newly established LLC; produced marketing materials
- Updated company website as needed

*Accountant*        *July 2008 – July 2010*
- Oversaw day-to-day activities and transactions of NEMS Foundation through liquidity management and portfolio reconciliation
- Created and maintained journal entries and prepared financial statements for Foundation
- Reorganized and enhanced accounts payable system

**Peninsula Accounting Services, Inc.**        South San Francisco, CA, USA
*Accountant*        *Oct 2007 – June 2008*
- Carried out bank and payroll reconciliations on a monthly basis through cash flow analysis
- Prepared filing of sales tax, income tax, parking tax, and property tax
- Established contact with tax authorities, serving as intermediary on behalf of clients

**Skills**
- Proficient in Microsoft Office Suite, SQL, Visio, Visual Studio, SSRS, and Python
- Fluent in Mandarin Chinese and Cantonese Chinese, basic Korean

**Education**

**University of California, Berkeley**        Berkeley, CA, USA
*B.A. in Economics*        *Aug 2003 – May 2007*
- Participant in Education Abroad Program in Seoul, South Korea and Beijing, China

**Other Activities**
- English–Chinese translation consultant for 2 healthcare organizations (Sept 2013 – present)
- Participated in the editing of the first Chinese language magazine on UC Berkeley campus