

Alan DiSotto

Wesley Chapel, FL

-Email me on Indeed: <http://www.indeed.com/r/Alan-DiSotto/5b98ea593f9f9462>

Professional Summary

Dedicated and experienced Business Intelligence Manager with 12+ years of experience in leading high-performing teams and developing enterprise-wide analytics solutions. Proven in driving strategic initiatives, managing complex data, and collaborating with senior leadership to recommend changes to current development procedures. Skilled in data visualization, leadership, and strong verbal and written communication skills. Proficient in a range of software and systems, including SQL Server Reporting Services, Power BI, and ServiceNow.

Authorized to work in the US for any employer

Work Experience

Reporting Manager - Healthcare Economics

Optum-Tampa, FL

April 2023 to Present

- Manage team of Data Analysts to interpret data and development of enterprise-wide reporting, dashboard, and analytics suite.
- System administrator for the RCx rules application used by the billing and coding team to manage and work inbound claims.
- Design and Implement dashboards to support business KPIs, manage health outcome and monitor trends to support Revenue Operations, Health Economics and Pharmacy
- Work with Senior Leadership to recommend changes to current development procedures based on market trends.
- Lead concepts from conceptualization to completion and collaboration with senior leadership on ideas or approaches to work.
- Conduct ad hoc analysis which include comparing, merging, validating, and summarizing large datasets into presentable results.
- Develop new processes for managing complex data and review data sources to determine appropriateness and accuracy for use.
- Enhance manual or ad hoc report request determine whether an ongoing or automated reporting solution can be created.

Regional Healthcare Economics Manager

Centene, Corporation-Tampa, FL

February 2022 to April 2023

- Identify, create and develop a portfolio of cost saving initiatives to drive specific measures while providing timely updates.
- Perform iterative analytical, investigative work in order to support concept development.
- Prioritize teamwork, manage customer expectations and alignment of deliverables with business needs and strategic objectives.
- Serve as a strategic domain contact as well as point of escalation and accountability to ensure customer partnership.
- Partner cross-functionally at all levels of the organization and communicate findings and insights business partners.

- Design, develop regional dashboards and analytics analysis for Case Management, Pharmacy and Utilization Management on Internal and Vendor initiatives.

Business Intelligence Manager

(Sunshine Health-Centene)

May 2019 to February 2022

- Manage a team of Analysts to support Clinical, Pharmacy and Operational teams on reporting, dashboard and analytics needs.
- Oversee the preparation, submission of all required regulatory reports for Florida AHCA and CMS submissions.
- Tracked key performance indicators (KPIs), compliance/regulatory metrics, and reporting trends to improve processes.
- Collaborated with VP level executives on trends to close gaps in performance and identify solutions to reduce medical cost.
- Managed projects with various Product Owners to develop self-service solutions for previously manual processes.
- Periodic reviews of existing analytics and processes to identify opportunities for improvement and ensure they meet the changing needs of the business. Oversaw Health Plan Case Management, Grievance and Appeals, and Finance integration efforts.

Data Analytics & Reporting Manager

(Envolve Benefit Options-Centene)

June 2018 to May 2019

- Lead, mentor, and develop a high performing team of analytics professionals (hiring, goal setting and continuous improvement)
- Oversee the preparation, submission of all required regulatory reports for Florida AHCA and CMS submissions.
- Project managed reconciliation of gaps in claims processes.
- Follows data visualization best practices, performance tuning, and create report development related templates and artifacts.
- Lead Enterprise-wide initiative to enhance existing reporting and implement KPIs for improved reporting. processes which eliminated gaps and user error
- Implemented the setup of SQL Server Reporting Services (SSRS) to provide on-demand self-service solutions.

Business Analyst III

(Envolve Benefit Options-Centene)

October 2017 to June 2018

- Support business initiatives through data analysis, identification of implementation barriers and user acceptance testing.
- Collaborated with systems vendors to ensure all Stored Procedures and SSIS packages were completed in a timely manner, tested and deployed to production environments.
- Collaborated with departmental leads to identify business requirements and close gaps in processes.
- Served as Subject Matter Expert in the area of Dental Encounters submissions.
- Reviewed Encounters errors and worked with leadership to perform root cause analysis and remediation plans to eliminate future risk.

Director of Enterprise Applications

Jewish Community Center (JCC)-Tampa, FL

May 2016 to May 2018

- Performed vendor management for all external hardware and software solutions.
- Collaborated with Chief Financial Administrative Officer to negotiate and develop contracts with external vendors.

- Ensured systems performance and user accessibility by tracking trends and system errors.
- Implemented internal IT system for front end user access and back-end reporting for Finance and Course Administration
- Responsible for hiring, mentoring, and growth process.
- Set up and maintained the Secure Community Network (SCN) mass communication database.

Implementation Specialist

Nextech Systems-Tampa, FL

April 2015 to May 2016

- Managed all Strategic Planning initiative outcomes and ensure they were on time, in scope and on budget.
- Developed and implemented Nextech systems process documents and trained new and existing clients on systems operations.
- Led multi-organizational web and in-person trainings.
- Developed training curriculum for onboarding medical clinics and ambulatory surgery centers to the Nextech Platform
- Set up payment processes and claims systems for clients.
- Collaborated cross functionally to transition clients from implementation to support cycle, once implementation was completed.

Quality Assurance/Fulfillment Specialist/Implementation

Actsoft Incorporated-Tampa, FL

April 2011 to April 2015

- Worked with Quality Assurance leadership to develop the organizational structure of the implementation team.
- Led a team of 4 Quality Assurance Specialists to diagnose, debug, and resolve any device issues.
- Collaborated with Sales team to validate issues and troubleshoot client concerns.
- Implemented Microsoft Dynamics & Soffront applications for internal user and process improvement efforts.
- Logged all correspondence with clients using Help Desk application and analyzed trends and underlying problems.

Education

B.S.

University of South Florida-Main Campus

June 2021 to June 2021

Bachelor of Science in Management Information Systems

University of South Florida - Tampa, FL

Skills

- Strong verbal and written communication skills with the ability to analyze and translate data insights into actionable outcomes for both technical and non-technical stakeholders in Case Management, Utilization Management, Pharmacy, Revenue Operations (Auditing, Billing, Collections), Health Economics, including external vendors.
- People leader with 12+ years of experience in the areas of Strategic Planning, Business Intelligence, Analytics & Reporting, Regulatory Compliance, Quality Assurance, Process Improvement, System Administration, and Project Management initiatives. Including Hiring, Training, Performance Management and Enterprise-Wide Initiatives

- 8 years of experience developing and implementing enterprise-wide analytics solutions Software/ System Proficiency SQL SSRS Teradata TruCare SharePoint Power BI RCx Rules Microsoft Office Soffront Archer MicroStrategy Allscripts PM Service Now Workday Taleo SSIS EClinicalWorks (eCW) Jira SmartSheets Alation Bilingual: English and Spanish

- SSIS
- Agile
- Jira
- Tableau
- Power BI
- Data Warehouse
- Business Requirements
- Requirements Gathering
- Teradata (6 years)
- ServiceNow (8 years)
- SSRS (6 years)
- TruCare (4 years)
- ETL (5 years)
- Data governance (8 years)
- Archer
- Microsoft SQL Server (10+ years)
- HEDIS (3 years)
- Revenue cycle management (4 years)
- Financial analysis (8 years)
- Healthcare management
- CMS
- Quality
- Leadership
- Dashboard development (10+ years)
- Data visualization (10+ years)
- Data manipulation (10+ years)
- Regulatory reporting (5 years)
- Management reporting (10+ years)
- Financial concepts
- Strategic planning (8 years)
- Strategic management (8 years)
- Vendor management (7 years)
- Databases (10+ years)
- Data mining (10+ years)