# ALISON DANG

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## EDUCATION

**Drake University** — Des Moines, IA
*Bachelor of Science in Computer Science and Data Analytics* — *08/2020 – 12/2023*
- **Minor**: Business Administration
- IBM Data Science Professional Certificate, Meta Front-End Developer Certificate

## PROFESSIONAL EXPERIENCE

**Lake Bellevue Dental Care, Inc.** — Bellevue, WA
*Business Operations Analyst* — *07/2025 – Present*
- Manage daily operations for a multi-provider dental practice, including appointment scheduling, staff coordination, and patient communication using Eaglesoft practice management software.
- Oversee billing and insurance claims processing, following up on outstanding accounts and working with patients to establish payment plans that improve cash flow.
- Maintain HIPAA-compliant patient records system with 1000+ active patients, conducting regular audits to ensure data accuracy and regulatory compliance.

**Il Mulino Di Valenzano Bakery** — Franklin Park, IL
*Sales Data Analyst* — *05/2024 – 07/2025*
- Created Excel-based inventory tracking system for bakery's 50+ product SKUs, reducing daily inventory reconciliation time from 45 minutes to 15 minutes and identifying high-margin items that were being understocked during peak periods.
- Analyzed 14 months of QuickBooks sales data, identifying that weekend mornings generated 60-70% of weekly revenue, which informed management's decisions on staffing levels, production schedules, and product placement.

**EMC Insurance Companies** — Des Moines, IA
*Strategic Analyst Intern* — *05/2023 – 08/2023*
- Validated and reconciled insurance policy data for Michigan state regulatory filings using **Denodo SQL queries**, identifying and correcting data discrepancies to ensure quarterly compliance deadlines were met.
- Developed SQL-driven reporting pipelines to ensure compliance with Michigan regulations and track product performance for insurance leadership, reducing daily report generation time from 2 hours to just 15 minutes.

## RELATED PROJECTS

**Consumer Demographics and Recommendations for Personal Skincare**
- Built predictive models in **R (Decision Trees, Random Forests)** to identify high-value users with **89% accuracy**, enabling targeted retention strategies and personalized marketing.
- Utilized **SAS Generalized Linear Models (GLMs)** to segment 10,000+ customer records by behavioral and demographic attributes, optimizing skincare campaign personalization and engagement rates.

**Analysis COVID-19 Data from Three Different Countries**
- Cleaned and standardized COVID-19 datasets from Our World in Data across three countries with different reporting formats, handling missing data and reconciling inconsistent date ranges to enable accurate cross-country mortality comparisons.
- Created comparative visualizations in ggplot2 across Vietnam, USA, and China, allowing interactive filtering by time period and metric (total deaths, deaths per million, case fatality rate) to identify surge periods and policy intervention impacts.

## SKILLS

- **Programming Languages:** Python, R, SQL, SAS, and JAVA.
- **Tools**: Excel (Advanced), Power BI, Tableau, QuickBooks, Denodo.
- **Databases**: MySQL, PostgreSQL, NoSQL.
- **Web Technologies:** HTML5, CSS, and JavaScript (Node.js and React.js).
- **Other:** GitHub, Microsoft Office, TeamDynamix, Jira, Slack, and Figma.

## ADDITIONAL EXPERIENCE

**Drake University ITS** — Des Moines, IA
*Application Systems Analyst Student Technician* — *06/2022 – 09/2023*
- Managed deployment and maintenance of **300+ devices** across 15 campus labs and administrative offices, creating standardized imaging procedures that reduced setup time from 3 hours to 45 minutes per machine.
- Collaborated with **IT infrastructure** team to troubleshoot deployment issues, implementing quality checks that caught configuration errors before devices reached end users.

*Front Desk Student Technician* — *03/2021 – 09/2023*
- Served as first point of contact for 100+ monthly technical support requests, troubleshooting hardware, software, and network issues for students, faculty, and staff using **TeamDynamix** ticketing system.
- Performed software installations, system configurations, and device maintenance across **Windows and Mac** environments, creating documentation that reduced repeat tickets for common issues.