

Zhenhui Trinh

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SUMMARY

Result-driven data scientist/analyst with 5+ years of expertise spanning the full data lifecycle, from collection and cleaning to advanced analysis, visualization, and model development. Specializing in population health and insurance domains, proficient in SQL, R, Python, PySpark, and Tableau to extract valuable insights and drive data-informed strategies. Strong communication and leadership skills, with demonstrated talent for effective project management and cross-functional collaboration.

EDUCATION

Master of Science in Bioinformatics

November 2018

Northeastern University, Boston, MA, USA

Bachelor of Science in Health Sciences

May 2016

Drexel University, Philadelphia, PA, USA

EXPERIENCE

Senior Healthcare Data Analyst (full time) | SEIU 775 Benefits Group, Seattle, WA, USA

November 2020 - Present

- Develop and monitor a COVID-19 surveillance dashboard, tracking infection, hospitalization, and vaccination, providing regular updates and recommendations for organizational pandemic response strategies.
- Lead and manage various data integration initiatives to optimize data acquisition. Establish automated data pipelines in Azure Databricks, enhancing data processing efficiency.
- Spearhead the analysis and modeling of health insurance claims data to inform plan design strategies and evaluate ROI of key contracts, resulting in the optimization of benefits structures and the realization of substantial cost-saving opportunities.
- Conduct utilization analyses and benchmark research, contributing to the successful acquisition of \$34M in monthly state funding to expand healthcare coverage.
- Proactively perform gap analysis to pinpoint healthcare disparity and collaborate with cross-functional teams to launch targeted campaigns that have successfully improved preventive dental and cancer screening in underserved communities.
- Enhance the organization's analytical capabilities by designing and delivering a comprehensive training program that equipped three cohorts of 20+ researchers and program managers with essential data analytic programming skills.
- Produce and deliver impactful quarterly reports to senior leadership and the Board of Trustees, and demonstrate thought leadership and expertise by delivering engaging presentations at industry conferences.

Lead Business Intelligence Analyst (full time) | SEIU 775 Benefits Group, Seattle, WA, USA

June 2019 - November 2020

- Led a team of data analysts and data engineers in the design, development, and testing of a dimensional data model in Snowflake during software development life cycles, resulting in 80% improved reporting efficiency and accuracy.
- Led cross-functional teams in efficient product development using Jira. Managed requirements, facilitated communication, and provided critical data insights to inform strategic decisions and meet project milestones.
- Developed comprehensive 60-page data mart specification guides on Confluence, featuring ERD, data dictionary, and process flowcharts, leading to a 50% reduction in new employee onboarding time.
- Conducted root cause analyses for system defects, saving stakeholders a combined 100+ manual hours a month.
- Analyzed survey data through text mining and sentiment analysis, driving a remarkable 90% increase in satisfaction.
- Augmented team productivity by 95% by automating repetitive tasks with 150+ R, Python, Shell scripts, and SQL procedures. Enhanced team collaboration by providing Git/GitHub training and generating best practice documents.

Actuarial Data Science Intern (full time) | Milliman, Seattle, WA, USA

May 2018 - June 2019

- Developed ETL pipelines to pre-process and clean data for modeling in 2 large consulting projects on lapse and mortality.
- Performed trend analysis with life insurance data, tuned and deployed machine learning models (e.g. logistic regression, decision tree, random forest, XGBoost) that allows clients to make decisions around capital reserve with high confidence.
- Boosted user engagement and maintained 100% user retention through the implementation of interactive data visualizations in R Shiny applications. Crafted custom R, html, and css codes to bring life to static graphs.
- Teamed up with data scientists and actuaries to co-author 2 industry reports and 1 newsletter article within 3 months.