

Alex Kaplan

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Aspiring data analyst with a background in healthcare, front office operations, and data entry. Experience in providing solutions to client and customer issues. Highly skilled at using problem solving and communication to help multiple clients have satisfactory healthcare experiences. Motivated to find analytical insights that will create compelling data stories, which can help bring about a positive change.

Data Analytics Projects

2/2023-1/2024

Medical Costs Analysis

- Analyzed the trends, patterns, and insights of healthcare expenses across four different regions of the United States.
- Used Python to conduct mapping, supervised, and unsupervised machine learning to further analyze the medical costs data.
- Discovered that the number of smokers in a region in the United States was the primary factor in determining the height of medical costs.
- Created Tableau Dashboards to present the final report.

Instacart Customer Analysis

- Extracted, cleaned, filtered, merged, aggregated, and transformed three datasets to answer business questions from stakeholders.
- Analyzed customer sales patterns using open-source data to compare trends across regions, age groups, genders, and locations using Python.
- Created a final report in Excel to show insights on the segments of the customer base to target with future marketing efforts.

Work Experience

Upstream Rehabilitation, Atlanta, GA

1/2021-Present

Area Field Trainer

- Led weekly onboarding training for 8-10 new office coordinators through RingCentral and created insurance portals for them to verify patient benefits.
- Created a schedule for trainees in Outlook and transferred it to Excel where it was accessible to supervisors.

Benchmark, Dunwoody, GA

8/2019-1/2021

Office Coordinator

- Verifying, calling, submitting authorization to patients' insurance for visit approval
- Collect co-pays from patients and track them through daily logs.
- Helped clinic reach record of **three hundred** visits in one week by calling and scheduling them.
- Schedule worker's compensation and motor vehicle accident patients in conjunction with case managers and law offices.

1/2016-8/2018

Physical Therapy Technician

- Assist Physical Therapist by providing appropriate tools and supplies for 10-20 patients daily.
- Use appointment system (Raintree) to schedule appointments for patients.
- Submitted authorization requests through Raintree to ensure payment from insurance companies.

Education

Data Analytics Bootcamp, 2024

CareerFoundry, Remote

Bachelor of Biology. Minor in Mathematics, 2014

Reinhardt University, Waleska, GA