Brandon Gillins

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Senior Data Analyst

I am a Data Analyst with over 3 years of experience working with notable companies in the healthcare industry, including UnitedHealth Group and Optum. Skilled in advanced data analysis, NLP, and machine learning, I collaborate with cross-functional teams to tackle large-scale consumer experience challenges. I have played a key role in initiatives that improved service quality and increased net promoter scores, contributing to over 3 million call obviations annually. With a background in teaching, I bring strong training and mentorship skills, making me effective at building up team capabilities while driving my own success. I am eager to take on a senior role where I can leverage my experience to lead impactful projects and enhance team skill levels.

WORK EXPERIENCE

United Healthcare • 09/2022 - Present   Remote
Data Analyst II • Full-time

- **Contributed to a 7.2-point increase in net promoter score** from 2022 to 2023 by collaborating on comprehensive data analyses to identify and address critical consumer experience drivers.
- **Played a key role in obviating over 3 million calls annually** by co-developing new methodologies for population sizing and performing detailed forecasting and analysis on call transcripts, claim data, and website activity.
- **Enhanced service quality and efficiency** by conducting 3-5 in-depth analyses weekly on key consumer experience issues using Snowflake, Databricks, and NLP search, providing actionable insights to cross-functional teams.
- **Pioneered population sizing techniques in partnership with management**, improving the accuracy of impact assessments and informing strategic decision-making.

Data Analyst 1 • Full-time

- **Enabled closure of over 4,000 care gaps within 2 months** by analyzing Triple Weighted HEDIS Measures for 70,000+ patients, facilitating 13,000 chart reviews by Quality nurses.
- **Boosted operational efficiency by 65%** by automating weekly reports for 100+ provider groups, reducing report generation time from 12 hours to 2 hours using Python (pandas, openpyxl, numpy).
- **Fostered cross-functional expertise** by delivering 3 presentations to a guild of over 1,000 members on LangChain integration, AI prompt engineering, and JSON parsing.
- **Reduced patient abrasion** by conducting 3-8 ad-hoc SQL data pulls weekly on various HEDIS measures, enabling internal outreach teams to update strategies daily.
- **Increased chart chase efficiency** by developing reporting tools that quantified the Pre-Visit team's impact, positively affecting current and YTD goals.

Swickard Auto Group • 01/2022 - 09/2022   **Las Vegas**
Data Analyst • Full-time

- **Achieved $280K in cost savings** by automating real-time ledger analytics within 45 days, integrating metrics into Power BI dashboards, and facilitating vendor switching.
- **Optimized pricing strategies for 2,000+ vehicles** by integrating weekly API data from vendors like Podium and Car Gurus, leading to strategic realignment of marketing contracts.
- **Reduced reporting errors by 15%** by transforming daily employee sales tracking with hourly SQL data pulls and implementing row-level security in Power BI.

High School Mathematics Teacher • 07/2016 - 12/2021   **Saint George UT**
High School Mathematics • Full-time

- **Increased average ACT scores by 4 points** for 300 students annually by redesigning the math curriculum over a 2-year period.
- **Maintained high student engagement** in 5 classes per semester by utilizing storytelling techniques based on real-world applications of mathematics.

EDUCATION

Master of Science in Data Analytics
Western Governors University • 04/2024 - Present

Bachelors in Mathematics
Western Governors University • 06/2014 - 12/2016   Salt Lake City, UT

Level Four – Mathematics Endorsement
Studied: Multi-Variable Calculus | Abstract Algebra | Linear Algebra | Set Theory| Statistics

SKILLS

- Artificial Intelligence
- Data Visualization
- Healthcare Analytics
- Machine Learning
- Microsoft Excel
- Power BI
- Predictive Modeling
- Python
- SQL
- Storytelling