

Henry Cho

DATA SCIENTIST

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Summary

Experienced analyst with a demonstrated history of working in the health care and telecommunications industries. Strong analytical professional with a rich background in business, data science and analytics. Skilled in utilizing analytics to enhance operational efficiencies and identifying opportunities for improvement.

Skills

- Advanced knowledge of data and analytical tools such as *R, Python, SQL, SAS EG, Knime, PowerBI and Tableau*
- Dynamic and pro-active with a sense of urgency for resolution and the ability to execute
- Experience leading projects and others in a cross functional team environment
- Ability to communicate complex insights at all levels of the organization through impactful storytelling
- Solution oriented with a strong sense of ownership with an ability to make decisions and recommendations
- Adept at working with large complex datasets to develop analytical models and insights

Education

Master of Business Administration

SIMON FRASER UNIVERSITY

- Estimated Completion December 2021

BC, Canada

2021

Bachelor of Business Administration

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

- Major in Marketing Management and a minor in Entrepreneurship

BC, Canada

2014

Experience

Senior Business Analyst

PROVINCIAL HEALTH SERVICES AUTHORITY

Vancouver, BC

Jan 2020 - Present

- Supported business leaders by providing comprehensive, timely and high-quality reports and analysis to support operational decision-making and business planning.
- Oversaw the development and deployment of business intelligence tools within the department using PowerBI and R (Shiny) and led the transition to a pull reporting model reducing redundant and recurring work by 80 percent increasing both bandwidth and transparency across the entire department.
- Successfully led and delivered multiple high priority and visibility projects to directly support the provincial Covid-19 response including the development of multiple dashboards, models and presentations.
- Provided mentorship to peers in a technical capacity and directly oversaw the department's interns including hiring, training, skills, and career development.
- Automated recurring reports and processes in R to increase the capacity within the department for higher priority and specialized work.
- Spearheaded the transition to a modern task system (Trello) in addition to spearheading the transition to a pull reporting model through the development of self-serve tools such as dashboards.
- Supported business leaders by providing comprehensive, timely and high-quality reports and analysis to support decision-making.
- Oversaw the quarterly reporting process and developed a process to ensure that all the requirements are met in a timely manner and to a high standard.
- Established close relationships with operational and business leaders to ensure successful outcomes and mutually beneficial relationships.
- A key strategic partner to the surgical program at BC Children's and Women's hospital supporting reporting, projections and ad-hoc analysis.

Analyst

PROVIDENCE HEALTH CARE

Vancouver, BC

Aug 2018 - Jan 2020

- Applied analytical, business and data management skills to achieve a comprehensive multilayered understanding of the business process.
- Provided application and analysis of appropriate statistical test to information as well as expert assessment of data quality and validation.
- Identified opportunities for improvement in the data and business processes while collaborating with stakeholders to ensure that workable pragmatic solutions are developed.
- Mentored staff and leaders in the development of skills to improve their understanding of the range of analytical matters, processes, reporting and system requirements.
- Collaborated with other health authorities on various site level and province wide projects with a focus on reporting and performance improvement.
- Incorporated analytical, business and data management assessment skills and methodology to achieve a thorough understanding of the related analytical and business processes and tools.
- Liaised with stakeholders in setting short and long-term objectives and identifying opportunities.

Data Analyst

Vancouver, BC

SHAW COMMUNICATIONS

Feb 2016 - May 2018

- Provided analysis of business performance and a summary of key issues and trends affecting the business
- Prepared forecast reports for operations and analysis of how key changes would affect our assumptions and performance.
- Provided forecasting and analysis using R and Excel to set performance targets with considerations to impacts to staffing and budgeting for our contact centers nationally.
- Provided continuous monitoring and reporting of current business performance and provided recommendations when required to ensure business objectives are met.
- Executed workforce and budgeting strategies to enhance operations while balancing workforce and financial restrictions.
- Negotiated budget and adjustments with consideration to Finance and Operations maintaining a satisfactory level of performance throughout all disciplines of the business.
- Managed all aspects of commission structure from performance to payouts and bonuses.
- Supported overall performance management by driving desired behaviours through the development and deployment of incentives.

Notable Projects

BC Women's OR Slate Scheduling Model

PROVINCIAL HEALTH SERVICES AUTHORITY

April 2021 - October 2021

- Developed a model using a knapsack problem approach to appropriately allocate OR slate hours based on a variety of inputs such as waitlist size, wait time and surgeon efficiency. The model enables a standardized and transparent approach to slate allocation while providing incentives to surgeons who exhibit desired behaviours. Model is currently in the process of being operationalized and is slated to go live January 2022.

Provincial Vaccination Site Mapping Tool

PROVINCIAL HEALTH SERVICES AUTHORITY

March 2021 - March 2021

- Led the design and development of a tool in PowerBI which mapped all the vaccinations sites across the province to support the provincial vaccination efforts. The tool featured a provincial map with points which highlighted the community and health authority each site served as well as the site size, hours, and resourcing.

Provincial Employee Vaccinations Dashboard

PROVINCIAL HEALTH SERVICES AUTHORITY

February 2021 - March 2021

- In collaboration with the HR Informatics team, we developed a dashboard in PowerBI to monitor all employee vaccinations across the province. The tool kept track of doses by vaccine type, program completion by phase and even made predictions of how many second doses of each type of vaccine were required for each health authority. This tool is the source of truth for vaccination statuses for PHSA employees across the province.

Covid Lab Assessments Dashboard

PROVINCIAL HEALTH SERVICES AUTHORITY

December 2020 - January 2021

- Directed the development and deployment of a dashboard developed in R to monitor Covid testing volumes across various sites. The primary focus of the tool was to identify patterns of congestion from sample collection to results across the various testing locations.

Provincial Surgical Dashboard

PROVINCIAL HEALTH SERVICES AUTHORITY

August 2020 - December 2020

- Led the design and development of a Surgical Dashboard to support the strategic surgical planning at the provincial level. The dashboard's primary focus is to improve surgical wait times by identifying problem areas and patterns within each Health Authority or Surgical Service.

Provincial COVID Monitoring Solution

PROVINCIAL HEALTH SERVICES AUTHORITY

March 2020 - April 2020

- Led the design, development and delivery of an operational tool which kept track of COVID patients in the health care system. The tool was designed from the ground up requiring the development of data capture processes, data feeds, ETLs, and data storage. A few primary features of the tool is that it not only tracks Covid patients, but also primary site unit occupancy and ventilator utilization. The data flows developed for this dashboard directly informs the provincial pandemic response and was developed from the ground up within a month. Snippets from this dashboard is often featured in the weekly addresses from the Provincial Health Officer.

Emergency Department Load Planning

PROVIDENCE HEALTH CARE

March 2020 - April 2020

- Supported the development a random forest model to predict a patient's Length of Stay at the point of admission and to support discharge planning and the management of patient flow.

Call Center Sales Staff Employee Churn Model

SHAW COMMUNICATIONS

Jun 2017 - Mar 2018

- Supported a team of Data Scientist working to develop proactive churn models. Supported the development of the models by identifying key predictor variables through regression analysis and A/B testing.

Pay for Performance

SHAW COMMUNICATIONS

Sep 2016 - May 2018

- Manually deployed and managed an incentivized performance plan for all contact centers nationwide. Responsible for a budget of over 2.5 million dollars annually. Supported the deployment from a manual process to full end to end automation.