

# Chantal Jackson

Healthcare Analyst

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<https://cjacks2007.github.io/chantaljackson/#portfolio>

## Professional Summary

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Detail-oriented Healthcare Data Analyst with expertise in SQL, Excel, Power BI, and Tableau. Skilled in analyzing EHR systems, patient data, and insurance claims to deliver actionable insights that improve patient outcomes and operational efficiency. Background in healthcare with over 10 years of experience. Handling sensitive clinical data in compliance with HIPAA regulations. Adept at developing dashboards, automating reporting, and collaborating with cross-functional teams to enhance healthcare decision-making.

## Key Projects

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**Joint Business Analysis:** Following the merger of two regional restaurant chains, I conducted a full descriptive analysis to profile the new joint customer base, track spending trends, and identify the most and least profitable products. This project sharpened my expertise in business data integration, customer segmentation, and executive-level reporting.

**Medication Adherence Analysis:** Evaluated patient refill history to calculate adherence metrics (Proportion of Days Covered/Medication Possession Ratio), identified non-adherence trends, and developed actionable reports for pharmacist intervention.

**Credit Risk & Customer Retention Analysis** - Conducted risk analysis and behavioral profiling to understand customer churn factors. Provided retention strategies and data-driven recommendations that enhanced loyalty program effectiveness.

## Professional Experience

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### Data Analyst | Brum Data — Remote (05/2023 – Present)

- Automated customer and product performance reporting using SQL and Python, reducing manual reporting time by 30%.
- Collaborated with teams to analyze workflow and clinical data, optimizing patient service delivery.
- Developed Power BI dashboards to monitor patient engagement metrics and operational KPIs, increasing engagement by 10%.

### Pharmacy Technician (Data-Focused) | Kroger Specialty Pharmacy— Remote (06/2017 – 05/2023)

- Analyzed large prescription data sets (1,000+ to 10,000+ records monthly) to identify trends and improve medication compliance by up to 20%
- Developed interactive dashboards tracking prescriptions, patient demographics, and adherence trends, reducing reporting time by 30%.
- Reviewed and analyzed EHR and EMR patient records to monitor adherence patterns, reducing non-compliance rates by 15%. Managed high-volume prescription workflow, improving order processing efficiency by 25% and supporting regulatory compliance audits.

**Pharmacy Technician | CVS — Harvey, LA (03/2013 – 06/2017)**

- Managed large datasets (10,000+ patient records) to track behavioral patterns and inform customer communication strategies.
- Resolved more than 200 operational impediments annually, addressing prescription errors medication shortages, and insurance concerns to boost order fulfillment efficiency by 20%
- Assisted in managing medication recalls and regulatory audits per year by ensuring timely, accurate data updates for compliance reporting
- Processed insurance claims data, identifying discrepancies and resolving over 200 claim-related issues annually

**Skills**

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**Data Analysis & Visualization**

Advanced Excel, Python, Power BI, Tableau

**Statistical Methods:**

Regression analysis, Trend analysis

**Data Base Management**

MySQL, PostgreSQL, Microsoft SQL Server

**Pharmacy & Healthcare Data Expertise:**

Prescription Data Analysis, Patient Management Systems, Pharmaceutical Data Interpretation, EHR systems, EMR data extraction, HIPAA compliance, insurance claims analysis, clinical data interpretation, patient outcomes tracking

**Education**

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Google Data Analytics Professional Certification	2025
Brum Data Analytics Certification	2024
IBM Data Analytics Professional Certification	2024
HighSchool Diploma, Edna Karr HighSchool	2007