

# Chantal Jackson

Data Analyst | [Portfolio](#)

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## Professional Summary

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Results-driven Data Analyst with one year of specialized experience in healthcare analytics. Fluent at transforming complex healthcare and pharmaceutical data into actionable insights, I have a proven track record of enhancing decision-making processes through precise data interpretation and visualization. Skilled in SQL, Excel, Power BI, and Tableau, I excel in collaborating with cross-functional teams to identify trends and optimize clinical and operational outcomes. My analytical expertise and attention to detail have consistently contributed to improved business intelligence and operational efficiency in healthcare settings.

## Professional Experience

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### Data Analyst, Brum Data.

05/2023 – present  
Remote

- Developed digital solutions by automating data collection process using SQL and Python, reducing manual data handling by 30% on client projects.
- Leveraged Excel and Power BI to analyze product performance metrics from 5,000+ data points monthly, driving a 10% boost in user engagement.
- Facilitated data-driven brainstorming sessions using Excel visualizations to pinpoint product gaps, contributing to the launch of two innovative features.
- Collaborated with a team of interns to design a real-time dashboard in Power BI, tracking key performance indicators and improving team productivity by 20%.

### Pharmacy Technician, H&W DrugStore

06/2022 – 05/2023  
Metairie,, LA

- Analyzed 1,000+ prescription records monthly to identify dosage discrepancies, improving medication safety compliance by 20%.
- Developed 5+ interactive dashboards tracking prescription trends, patient demographics, and medication adherence, reducing reporting time by 30%.
- Monitored 98%+ task completion rates, ensuring adherence to pharmacy guidelines and improving workflow efficiency.
- Provided data-driven insights to 10+ cross-functional stakeholders, enhancing decision-making for patient care and inventory management.
- Managed timelines for processing 500+ orders weekly, optimizing workload prioritization and reducing delays by 25%.

### Pharmacy Technician, Kroger Specialty Pharmacy

03/2015 – 05/2022  
New Orleans, LA

- Analyzed over 10,000+ patient records monthly to evaluate adherence to medication schedules, aiding pharmacists in reducing non-compliance by 15%.
- 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 5+ medication recalls and 10+ regulatory audits per year by ensuring timely, accurate data updates for compliance reporting.
- Collaborated with 8+ cross-functional teams to enhance data communication and streamline pharmacy operations, resulting in a 25% reduction in process delays.
- Integrated data-driven insights into operational strategies, contributing to a 30% overall improvement in pharmacy workflow efficiency.

**Pharmacy Technician, CVS Pharmacy**

04/2012 – 03/2015  
Orleans, LA

- Oversaw prescription inventory management and maintained accurate, accessible patient records, ensuring documentation was consistently updated to support streamlined operations.
- Demonstrated servant-leadership by proactively addressing team and stakeholder needs, enhancing collaboration, and operational efficiency.
- Resolved customer inquiries, including complex insurance claims and medication fill precision issues, bolstering service quality and data reporting accuracy.
- Spearheaded continuous process improvements by integrating cross-functional feedback to refine operational protocols and elevate overall pharmacy service delivery.

**Skills**

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**Data Analysis & Visualization**

Advanced Excel, Python, Power BI, Tableau

**Data Base Management**

MySQL, PostgreSQL, Microsoft SQL Server

**Statistical Methods:**

Regression analysis, Trend analysis

**Pharmacy & Healthcare Expertise:**

Prescription Data Analysis, Patient Management Systems, Pharmaceutical Data Interpretation.

**Education**

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**IBM Data Analytics Certification**

2024

**HighSchool Diploma, Edna Karr HighSchool**

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