

April 18, 2017

Regional Refugee Coordinator
YMCA of Greater Houston

Coordinator,

I aim to become employed as Data Analyst in order to implement and maintain the ClientTrack database.

My strength is three-fold:

1. I have an academic background to maintain a SQL database and produce technical reports.
2. I have experiential knowledge from work in two departments at the YMCA International Services.
3. Having seen 3 databases introduced, I have a rubric for effective database implementation.

I began writing technical reports as an undergraduate and now have 2 years of expertise in data collection and technical reporting. At the time, I enjoyed working with data heavy topics in epidemiology and mathematical physics. To organize data, I experimented with the creation of small MySQL databases.

I worked the last 7 months as a clerk in both Preferred Communities (medical care) and Social Adjustment Services (case management) at the YMCA International Services. I took this position through the Episcopal Service Corps. My year commitment to the Service Corps ends on July 15th.

Working between two impacted programs, I blended my clerical duties with client services. On a monthly basis, I have meaningful interaction with about 42 clients and write around 100 case notes. My client-oriented responsibilities include seeking low-income health-care, scheduling medical appointments, arranging medical transportation, providing orientation for use of public transit, reconciling outstanding medical bills, and applying for rental assistance. My clerical responsibilities include: vetting a CSV (comma separated value) record of 4439 clients with scripts written in Excel, assuring that case files have necessary eligibility documents, closing old case files, sorting mail, and making new files for new clients.

I also have experience vetting data during the implementation of 3 SQL databases: a database for case notes, a database for refugee medical assistance determination, and a database of health insurance information. The first database, known as the Refugee Management System, is a SQL database written in Python. Given my undergraduate experience with MySQL and Python, I took responsibility for writing bugs and tasks for the improvement of this database since October 2016. For the second and third databases, known respectively as eRED and the RMA Portal, I corresponded extensively with Andrew Merville at the U.S. Committee for Refugees and Immigrants to ensure that clients were effectively rolled out of the Texas Medicaid & Healthcare Partnership database into the RMA portal.

Here is my vision for the implementation of ClientTrack. By exploiting metadata, I prevent case managers from duplicating data entry. By creating frequency distributions, I equip supervisors at Local Resettlement Agencies with useful analytics. By writing scripts in Python, I assure data complies with a dictionary of acceptable forms. I aim to be available to all interested parties, sending quality reports to both to the Office of Refugee Resettlement and to Local Resettlement Agencies.

I am equipped with the background, the experiential knowledge and the vision needed to implement and maintain ClientTrack. I would strongly contribute to your work. Thank you for your consideration.

Respectfully,
Colton Grainger

OBJECTIVE	To gain employment as a Data Analyst under the Regional Refugee Coordinator.	
SUMMARY	<ul style="list-style-type: none"> • 2 years' expertise in data collection and technical reporting. • 7 months' work in refugee medical care and case management. • Experience vetting client data during the implementation of 3 SQL databases. 	
EDUCATION	B.S. in Mathematics-Physics <i>The College of Idaho, Caldwell, ID</i>	May 2016 GPA: 3.49
PROFESSIONAL EXPERIENCE	Clerk — Medical Care & Case Management <i>YMCA International Services, Houston, TX</i>	
	September 2016 – Present <ul style="list-style-type: none"> • Managed 228 cases (54 medical, 174 social adjustment) on a team of 8 staff. • Obtained low-income health-care for 24 cases and rental assistance for 4 cases. • Ran statistical analyses on case notes to determine under-served clients. • Vetted data for ~400 clients during the implementation of 3 SQL databases. • Maintained CSV records for 4439 clients and physical archives for ~7,000. 	
	Teaching Assistant <i>The College of Idaho</i>	
COMMUNITY INVOLVEMENT	Service Corps Fellow <i>Texas Episcopal Service Corps, Houston, TX</i>	
	August 2016 – Present <ul style="list-style-type: none"> • Lived in an intentional community with 2 other fellows. • Committed to 1,700 hours of service in 11 months. 	
JOB-RELATED COMPETENCIES (rated at best 5)	<i>Data Management</i> <ul style="list-style-type: none"> • MySQL (3) • GitHub (3) • Excel (5) <i>Programming Languages</i> <ul style="list-style-type: none"> • Python (3) • C++ (2) • T_EX (4) 	<i>Report Creation</i> <ul style="list-style-type: none"> • Data analysis (5) • Technical writing (5) <i>Knowledge of Refugee Services</i> <ul style="list-style-type: none"> • Resettlement (3) • Refugee Cash Assistance (3) • Employment (3) • Social Adjustment Services (5) • Pre-GED & Education (4)
AWARDS	Volunteer of the Month for securing rental assistance Heritage Scholarship for academic merit	January 2016 2012 – 2016