Dennis Tsai

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Recognized for persistent problem-solving and a commitment to continuous process improvement. Skilled in automating and streamlining redundant tasks, utilizing Python for efficient data extraction, resulting in cost savings for the organization. Proficient in generating actionable insights for mental health assessments, enabling clinicians to deliver appropriate treatments. A dedicated professional in data analysis, with experience spanning from analyst roles to data management, encompassing reporting and data engineering responsibilities.

Work Experience

East Bay Agency for Children (EBAC)   Sep 2021 – Present
Data Analyst   *Remote & Alameda, CA*
<u>EBAC provides mental/behavioral health services as well as family resources for kids and families who have experienced trauma.</u>

- Develop, manage, and execute SQL queries to produce ad hoc, weekly, and monthly internal reports.
  - Accountable for 12 mental health programs in the Bay Area school system.
- Responsible for interpreting mental health data through quarterly Power BI dashboards.
  - Representing data from service hours, procedures, and impact/engagement results.
- Utilize SQL to manipulate and extract relevant data points from large datasets essential for grant applications and reporting.
- Successfully led the data migration process.
  - Creating backups of over 100gb of historical data and managing ETL duties with vendors.
- Utilized Python to create a series of web scrapers to automate processes.
  - Ex. The export of over 80,000 PDFs and other scanned medical documents which otherwise would require manual clicks.

Koan Health   May 2017 – May 2019
Data Manager   *Culver City, CA*

- Developed and scheduled automation scripts for daily processes to eliminate redundancy and improve repeatable processes.
  - Managed 13 hospital groups in Southern California.
- Executed SQL queries to produce ad hoc reports based on client request.
- Defined and managed KPI reports through pivot tables.
- Participated in internal code review exercises; provided insight on data abnormalities.
- Served as a point of contact for clients regarding data issues and a liaison for internal cross-functional teams.

ZirMed   Jul 2015 – Apr 2017
Data Flow Manager (9/16 - 4/17)   *Culver City, CA*
Data Analyst (7/15 - 9/16)

- Utilized PowerShell, Git Bash, and SQL Server to import, load, and process client data; including scrubbing and data cleansing.
- Troubleshoot database and data errors during the import and loading process.
- Authored internal inventory of all client data sources and data flow documents to streamline data acquisition process for onboarding new data.

- Implemented regression testing for code updates; manage these updates from User Acceptance Testing (UAT) environments to Production environments.
- Utilized Salesforce to spearhead defect case management, evaluating and validating client interface issues before routing them to the relevant support teams.
- Committee Lead - promoting staff wellness, engagement, and community.

Intelligent Healthcare   Mar 2012 – Jun 2015
Production Analyst   *Santa Monica, CA*
- Worked with Population Health Team to analyze patient data concerning Labs, RX, and EHR services for annual auditing through Centers for Medicare and Medicaid Services.
- Built and updated HEDIS/ PQRS specification measures using knowledge of ICD-10, LOINC, HCPCS and CPT codes, CMS/IHA/NCQA measure specs, exclusions, and exceptions.
- Created and presented monthly metric outputs for internal teams.
- Assisted in general admin duties, provided customer service, and coordinated scheduling for management.

EDUCATION

California State University Fullerton   June 2012
Bachelor of Science: Public Health   *Fullerton, CA*
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SKILLS & INTERESTS

- Skills: Data Analysis, Data Management, Data Migration, ETL, Microsoft Office, Power BI, Project Management, Python, Salesforce, SQL, T-SQL, Relational Database, Data Visualization, PL/SQL
- Interests: My pet dog and rabbit, running, camping/national parks, and woodworking.