JESSICA DUONG

Data Analyst | Healthcare & Operations

Kansas City, MO • Open to Relocating • Open to Remote

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SUMMARY

Former educator turned Data Analyst, trained to make complex information clear and actionable across audiences. 8 years of experience tracking KPIs, segmenting performance data, and presenting findings to leadership in high-stakes environments. Clinical healthcare background as a Surgical Care Technician and Certified Dental Assistant. Proficient in SQL, Python, Tableau, and Excel.

TECHNICAL SKILLS

Languages & Tools: SQL, PostgreSQL, Python (pandas, NumPy, scikit-learn), Tableau, Excel, Jupyter Notebook
Analysis: Data Cleaning & Wrangling, Customer Segmentation, Cohort Analysis, KPI Development, Regression Modeling, Clustering, Forecasting
Visualization: Tableau Dashboards, matplotlib, seaborn, Data Storytelling, Stakeholder Reporting
Domain: Healthcare Operations, Patient Data & Compliance, Workforce Planning, Clinical Workflows

ANALYTICS PROJECTS

NYC Healthcare Access Equity Analysis | Python, pandas, NumPy, scikit-learn, matplotlib, seaborn, Jupyter
- Analyzed geospatial healthcare data across NYC boroughs using regression and clustering to identify access equity gaps in underserved communities
- Built segmentation framework and Tableau dashboard to support data-driven resource allocation for public health stakeholders

Influenza Staffing Optimization | Excel, Tableau, Statistical Modeling, CDC & Census Data
- Forecasted seasonal staffing demand across 50 states using a population-based risk model ($R^2 = 0.88$), integrating CDC mortality and demographic data
- Delivered Tableau decision dashboard enabling proactive workforce planning 1–2 months ahead of peak flu season

Instacart Customer Segmentation | Python, pandas, NumPy, matplotlib, seaborn
- Cleaned and analyzed 32.4M records across 206K customers to build a segmentation framework identifying high-value personas and revenue patterns
- Produced 27 visualizations and marketing recommendations for ad spend optimization, targeting, and cross-sell strategy

Rockbuster Revenue & Market Analysis | SQL, PostgreSQL, Tableau
- Wrote complex SQL (JOINs, CTEs, window functions) across 15-table database to calculate CLV and prioritize markets across 108 countries
- Developed phased rollout strategy with Tableau dashboards, focusing on 3 Tier-1 markets representing 40% of customer base

PROFESSIONAL EXPERIENCE

Reading Interventionist & 3rd Grade ELA Teacher
SVN Charter School | Kansas City, MO | 2024 – Present
- Analyze student assessment data across 3 grade levels to segment students by mastery level and design targeted intervention pipelines, contributing to school-wide ELA growth rated 'Target' - the highest category in Missouri's accountability framework
- Track and report KPIs (MAP benchmarks, fluency rates, phonics mastery) to teachers, administrators, and parents

English Teacher & Global Education Trainer
International Schools (Dulwich College, Concord Academy, English First) | Shanghai & Guangzhou, China | 2018 – 2024
- Designed performance tracking systems for student cohorts and presented data-driven strategy recommendations to school leadership
- Led cross-functional training programs and managed school-wide initiatives across faculty, administration, and community stakeholders

Surgical Care Technician
Baylor Scott & White | Austin, TX | 2017 – 2018
- Supported orthopedic, neurosurgery, and pediatric surgical teams; ensured operatory prep and patient documentation compliance

Certified Registered Dental Assistant
Dental Offices (Carus Dental, W Dental) | Austin, TX | 2014 – 2017
- Managed patient records, insurance coordination, and treatment documentation in a high-volume pediatric dental practice

EDUCATION

Certificate in Data Analytics | CareerFoundry | Expected March 2026
PGCE (Postgraduate Certificate in Education) | Leeds Beckett University
Bachelor of Arts | Texas State University, San Marcos, TX