JESSICA DUONG

Data Analyst | Healthcare & Operations

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SUMMARY

Certified Data Analyst with 8 years of experience tracking KPIs, segmenting performance data, and presenting findings to leadership in high-stakes, regulated environments. Background as a Surgical Care Technician, Dental Assistant, and Educator built deep expertise in compliance workflows, sensitive data handling, and cross-functional communication.

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* | GitHub | Tableau
- 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* | GitHub | Tableau
- Analyzed 458 state-year observations to build a staffing model (R^2 = 0.88) revealing 65+ populations face 5.2x higher death rates and winter demand peaks 6.8x above summer baseline
- Delivered 7-tab Tableau dashboard answering: where should staff be redeployed?—identifying CA (-6,260), TX (-2,409), and OH (-2,035) provider deficits with surplus states available for redistribution

Instacart Customer Segmentation | *Python, pandas, NumPy, matplotlib, seaborn* | GitHub
- 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* | GitHub | 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
- Contributed to school-wide ELA growth rated 'Target' (Missouri's highest category) by segmenting students across 3 grade levels by mastery level to design targeted interventions
- 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 | February 2026
Bachelor of Arts | Texas State University, San Marcos, TX