**KEVIN GILDS** Kevingilds@gmail.com

Cell: (863) 934-8806 Lakeland, FL

**5 years of Quality Assurance Experience**

Expertise in Collecting, Managing, and Analyzing Data

**Skill Summary**

MS Excel/Access SQL Calculate/Interpret Statistics

Survey Development/Administration Data Visualization R Programming

**Work Experience**

QUALITY ASSURANCE

* **Supervised Medicaid Waiver Specialist Staff:** Coordinated with health care providers to monitor reporting to ensure federal contract compliance with Medicaid Waiver programs; resulting in quality health care service for seniors.
* **Managed survey data for 10 programs:** Created online outcome dashboard for each program which allowed managers and program staff to monitor outcome achievement in real-time
* **Led survey projects to achieve highest completion rate of 8 other national sites:** Provided technical assistance to respondents trying to complete survey by offering step-by-step assistance with navigating website; resulted in successful participation

COMPUTER SKIllS

* **Developed Google Drive Spreadsheet to monitor referral progress for 11 staff members.** Designed spreadsheet incorporating input controls to increase data quality resulting in reduced response times
* **Created MS Access database to incorporate data from 4 separate spreadsheets**: Organized independent living program data for young adults aging out of foster care into single document which improved efficiency of management reports and provided automated updates
* **Developed queries in MS Access and integrated critical queries in Excel:** Provided management ability to monitor progress towards survey completion benchmark in preferred program (Excel); program staff then followed up with clients which increased completion rates

**Professional History**

07/11/-Present WCF Area Agency on Aging Long Term Care Coordinator Tampa, FL

07/11-04/13 Girl Scouts of West Central Florida Quality Assurance Coordinator Tampa, FL

01/11-07/11 WorkNet Pinellas Special Projects Coordinator Clearwater, FL

01/10-11/10 Cby25 Initiative Data & Quality Assurance Spec. Tampa, FL

04/07-12/09 Camelot Community Care Data & Quality Assurance Spec. Tampa, FL

03/06-04/07 Camelot Community Care Transition Specialist Tampa, FL

01/05-01/06 Agency for Comm. Treatment Inc. Sr. Detention Screener Tampa, FL

**Education**

Masters University of South Florida Public Administration Tampa, FL

Bachelor University of Northern Iowa Sociology Cedar Falls, IA

Certificate Intro. SQL/ Intro.ASP.net HCC Corporate Institute Tampa, FL