MASI MILAMBO

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https://kinamasi.github.io/

# Summary

Analytics/ Data Mining Professional with a strong passion for answering complex business questions using machine learning and rigorous data analysis/data mining and delivering analytical insights to various audiences. Ability to listen, understand and translate complex ideas and technical jargon to simple, non-technical language.

**Experience**

**blue cross blue shield,** Chicago, IL **Jul 2021-P resent**

**Sr. Analytics & Reporting *Analyst***

* Extract data for reporting requests in SAS (use proc sql)
* Conduct analysis to gather insights for potential Fraud, potential recovery close to $3million.( SAS/Python)
* Analyze government program data to identify potential fraud, with likely recovery of $400,000

**blue cross blue shield,** Chicago, IL **Sept 2017 – Jul 2021**

***Analytics & Reporting Analyst***

* Extraction and analysis of large healthcare Provider data using SQL, Python.
* Explore and visualize data using tools such as Tableau and Python modules (dashboards, storyline, pandas, matplotlib and Seaborn).
* Identifying and interpreting trends and patterns in datasets to locate Provider errors - improved data quality and consistency by 88%.
* Communicating insights, creating reports and analytics in support of the division; providing consultation to users and working on cross functional teams to address the divisions issues.
* Interfacing between the business and Network Operations divisional data teams to generate tools to be leveraged in building analysis and reports which are actionable within the business environment.

**Convergys,** Phoenix, AZ **Apr 2015 - Sep 2015**

***Analyst***

* Involved in; cleaning data, analyzing, visualizing data outputs in support of marketing teams for campaign initiatives.
* Analyzed data to determine impact of key performance indicators to improve brand awareness, this led to identifying Net Promoter score as an opportunity to identify a new customer segment. This increased customer loyalty by 1%, redemption rate was used to measure loyalty.
* Reduced customer wait time by 5% by forecasting call volume peak times for staffing purposes.

**360 IT Professionals Inc**, Fremont, CA **Aug 2014 - Oct 2014**

**Business Data Analyst-**Intern

* Involved in data mapping and process flow diagrams which increased user experience on website by 2%.
* Requirements elicitation: created business requirement documents and functional requirement documents (BRD/FRD) which were translated from technical language to business language and vice versa to other department personnel. These documents were created to reflect change in a business process such as reducing the number of clicks a customer makes to sign in their account.
* Assisted the Project Manager in setting up realistic expectations and in evaluating the impact of change requests and risks and conducted project related presentations.

**Stream Global Services**, Phoenix, Arizona **Sept 2011 - July 2012**

**Technical Support -Apple CPU**

* Assist Customers over the phone troubleshooting Apple CPU on a Tier 1 level, resulting in a 90 percent customer satisfaction rate.
* By Maintaining a customer satisfaction rate over 90 percent was number one on a team of 15 over six months.

# Education

**MS,** *Analytics***, AURORA UNIVERSITY;** Aurora, IL  **May 2017**

**BS**, Computer Information Systems, **WESTERN INTERNATIONAL UNIVERSITY;** Phoenix, AZ **July 2014**

**Technical Summary**

***Data Mining/Modeling;*** Machine Learning- Linear/Logistic Regression,Cluster Analysis, Customer Segmentation, Causal Impact Analysis

***Data Visualization;*** Tableau ( dashboards, storylines)

***Software and Programming Languages*:** Python (Scikit-learn, NumPy, SciPy, Pandas), SQL

**Certifications: North Carolina State University –** Artificial Intelligence/ Data Scientist