MASI MILAMBO

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# Summary

* Data Mining Professional with a strong passion for answering complex business questions by performing exploratory data analyses.
* Translate business problems into analytic solutions using data mining.
* Effectively worked with cross-functional teams to understand business challenges.
* Utilized SQL for data extraction, and carried out data visualization in Tableau/ Python (Seaborn, Matplot lib)
* Ability to listen, understand and translate complex ideas and technical jargon to simple, non-technical language.

**Experience**

**Blue Cross Blue Shield** Chicago, IL

**Sr. *Data Analyst* Jul 2021– Present**

* Performed research and analyzed data related to the division’s strategic initiatives in SAS / SQL(Teradata)
* Created visualizations in Python/ Tableau to generate insights which aided in exposing potential areas of fraud for Medicaid line of business.
* Implemented machine learning algorithm for Gov line of business to identify outliers in healthcare provider claims (fraud detection) by optimizing Isolation Forest resulting in identifying over $300,000 in recoverable claims in Python
* Interface between business and divisional data teams to generate tools in building analysis using Python.
* Automated manual data download process by implementing API requests to pull external data in Python, which resulted in saving 85% of the time needed to generate the report.

***Data Analyst* Sept 2017 – Jul 2021**

* Extracted and preprocessed large healthcare provider data for analysis using SQL(Teradata) and Python.
* Explored and visualized data using tools such as Tableau (dashboards and adding parameters, storyline) and Python modules (pandas, matplotlib and Seaborn).
* Interface between internal and external teams to research and develop new processes.
* Identified and interpreted trends and patterns in datasets to locate Provider errors - improved data quality and consistency by 88%.
* Communicated insights, created reports and analytics in support of the division; provided consultation to users and worked on cross-functional teams to address divisional challenges.

**Convergys** Phoenix, AZ

***Analyst* Apr 2015 – Sep 2015**

* Cleaned and analyzed data for marketing campaign initiatives.
* Analyzed data to determine impact of key performance indicators (KPIs) 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

***Business Data Analyst, Intern*  Aug 2014 – Oct 2014**

* Designed data mapping and process flow diagrams which increased digital media user experience by 2%.
* Designed process flow diagrams which reflected a change in business process, which reduced critical path steps for customers.
* 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, AZ

***Technical Support – (Mac OSX)* Sept 2011 – July 2012**

* Troubleshot macOS on a Tier 1 level and maintained a 90% customer satisfaction rate on a team of 15.

# Education

**MS,** *Analytics (3.7GPA)***, AURORA UNIVERSITY;** Aurora, IL  **May 2017**

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

**Technical Skills**

***Data Mining/Modeling;*** Machine Learning- *Linear*/Logistic Regression, Cluster Analysis, Isolation Forest, Scikit-Learn

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

***Scripting Languages*:** Python, SQL(Teradata), SAS

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