**LATHA MATHEW**

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**PROFILE** – Detail-oriented and result-driven Data Analyst who excels at performing data collection, analysis and conducting detailed reports. Possess great analytical skills, excellent multi-tasking skills, strong attention to details, excellent communication skills and significant ability to work in a team. I am currently looking for a suitable role where my enthusiasm and determination will be used to its fullest potential, where more than ten years of experience will add value to the organization.

**EDUCATION:**

Successfully completed **Fundamental of SAS and Advanced SAS Program, Project in SAS Business at Metro College, Toronto with Distinction.**

Currently pursuing SAS Certified Specialist: Base Programming Using SAS 9.4 &

SAS Certified Professional: Advanced Programming Using SAS 9.4

Holds a Master’s degree in Hospital Administration, India.

Holds a Medical Terminology Certificate from Michener Institute of Education, UHN

SQL, Microsoft Office (Word, Excel, PowerPoint, Outlook)

Operating Systems: Windows, Unix, Linux

**SUMMARY OF QUALIFICATIONS**

* Self-starter, disciplined, confident and goal oriented.
* Experience in Microsoft Office such as Word, Excel, and Outlook , Office 365 computer skills.
* Strong customer service, organizational, time management, verbal and written communications skills.
* Ability to multi-task effectively, able team player and excellent in working with detail and attention.
* Experience working with electronic patient health records software such as ABEL Med, Nightingale, EMR Advantage, Med-ecare, Point Click Care(PCC) Sy Michener Institute of Education stems and payroll systems like FASST, Ultipro, E-Time, ADP.
* Ongoing education in SURGE learning and 24-7 Learning management system.
* Ability to maintain and protect client confidentiality.
* Very good at writing queries using SQL (Structured Query Language)
* Proficient in creating Modular code with Macros, Macro Programs with parameters
* Good Exposure in writing Macros with conditional loops and Do loops
* Good Knowledge on Data-Driven Macro program, Macro Functions, System Functions
* Good understanding of Debugging SAS Macros Errors.
* Very good exposure in statistical description of data using SAS
* Efficient in Univariate Analysis and Bivariate Analysis
* Good Knowledge in analysing data using Hypothesis, P value
* Excellent knowledge in Examining the distribution of data
* Proficient in analysing data using various SAS procedures such as TTEST, ANOVA, GLM, FREQ & REG
* Familiar with various SAS statistical procedures.

**DATA ANALYSIS – PROJECT EXPERIENCE**

The data used in this project is a CRM data of a wireless company for 2 years. The wireless company wanted to investigate the customer distribution and business behaviours, and then gain insightful understanding about the customers, to make better business decisions. I have worked on the various areas of the project to handle duplicates, active and inactive users, Descriptive Analysis of Continuous and Categorical variables using Freq procedures, involved in testing the general association between the “tenure” segments and “good credit”, “rate plan” and “dealer type”. Segmentation of the customers based on age, province, and sales amount. Bivariate Analysis of Sales group vs Age group, Account status and Tenure group. Various SAS functionalities such as SAS procedures, SQL, Macros, TTEST & SGPLOT were used for this project.

**SAS BUSINESS PROJECT**

Worked on SAS Business Project titled “Heart Disease Prevention” in a specific population based on the given data using SAS Statistical software. The following was covered during the study

* Studied the various risk factors causing Heart disease, Analyzed the risk factors and their correlation using Statistical procedures such as Univariate analysis, Bivariate analysis
* Hypothesis testing and p-value determination for significant relationship of the risk factors with Heart disease.
* Outliers were removed to gain more meaningful and accurate analysis of the data helping in predictive analysis.
* Proc SQL, Macros, TTEST & SGPLOT also used for the project.
* Derived the best model to predict prevalence of Heart disease using Logistic Regression.
* Recommendations based on the findings and conclusions of the study.

**EMPLOYMENT HISTORY**

**Director of Care Clerk Rouge Valley Extendicare August 2018- Present**

**Nursing Clerk Rockcliffe Care Community March 2012-August 2018**

**Medical Secretary CMC Medical Centre Oct. 2009 – Jan 2011**

**Medical Secretary Dr. Sylvia Athaide’s Office May 2008 – Sept. 2008**

**Nursing Clerk Rockcliffe Long Term Care Facility Dec. 2004 – Sept. 2007**

* Assisting managers with the line and rotation assignment and plotting of orientation shifts for new employees and in tracking and backfilling vacant positions until filled.
* Prepares and posts staff rotations and schedules for units by reviewing master rotation and transferring information into an electronic scheduling & timekeeping system, posting of new job openings.
* Allocates and calls in staff to fill long and short-term vacancies resulting from unfilled positions, vacations, leaves of absence and sick leaves in accordance with applicable collective agreements, utilizing a computerized staff scheduling & timekeeping system, to ensure adequate staff coverage.
* Organizing resumes, scheduling job interviews and assisting in interview process, collecting employment and tax information, ensuring background and reference checks are completed, preparing new employee files, coordinating of orienting new employees to the facility.
* Maintains unit supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.
* Communicating with vendors, clients and other staff to resolve billing inaccuracies, generating purchase orders, invoices, and supporting accounts payable.
* Assisting service care providers like the foot clinic, dental clinic, eye clinic in coordinating appointments for the residents.
* Preparing resident admission packages, identification bands, supplies for new admissions to the facility as well as updating resident profile as needed.
* Welcoming visitors by greeting visitors, in person or on the telephone, answering inquiries, relaying calls, giving directions, referring inquiries and responding to general inquiries.
* Typing of job letters for staff, job postings, internal correspondence, memos, reports, spreadsheets.
* Conserving office resources by using equipment and supplies as needed to accomplish job results, contributing to team effort by accomplishing related results, other related duties as assigned.
* Managing a medical reception in areas of scheduling appointments for patients, patient flow, intake of new patients, referrals as well as attending to multiple phone lines.
* Entering data into patient database, ensuring accurate information and updating them as required.
* Coordinating patient appointments with different hospitals and health care centers as well as booking and arranging tests and procedures for the patients.
* Counting, recording and reconciling daily cash receipts as well as maintaining stock and ordering of office supplies.
* Sterilization and autoclaving of medical equipment such as speculums.

**VOLUNTEER EXPERIENCE - University of Health Network**

* As a full time volunteer at the Health Information Resource Center, Toronto Western Hospital, I was responsible in providing assistance to staff in various aspects such as health information and referrals, library services, health promotion events, administrative tasks, and customer services.
* Volunteered as Office Assistant in the Liver Clinic at Toronto Western Hospital providing clerical and administrative support to the staff.
* Volunteered as Office Assistant in a Physician’s Office.

**LANGUAGES KNOWN:** English, Hindi, Malayalam

**REFERENCES:** Available upon request