

Mai Ha

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WORK EXPERIENCE

iEnjoy Home, LLC.

Operations Analyst

Clearwater, FL

December 2022 - present

- Develop, maintain, and draw insights from dynamic Power BI reports utilizing Avectous inventory and sales data
- Collect sales data using Excel functions - pivot tables, VLOOKUP, and XLOOKUP to make forecasts for purchases
- Monitor inventory levels, minimize stockouts, and make order schedules based on Purchase-Sales-Inventory data
- Create regular and on-demand reports and projections in Power BI and Excel to assist with warehouse operations

Baycare Medical Group

Medical Office Representative

Clearwater, FL

March 2022 - December 2022

- Delivered exceptional customer service while ensuring adherence to strict PHI guidelines as stipulated by HIPAA.
- Execute a range of administrative responsibilities across numerous offices through Phreesia & CERNER platforms.
- Demonstrate effective task management and communication with various managers via MS Teams and Outlook.

SandBay Primary & Urgent Care

Program Coordinator (HEDIS)

Clearwater, FL

January 2021 - March 2022

- Engineered an advanced data management system in GSheets for a HEDIS patient portfolio valued at \$500k
- Devised dynamic real-time dashboards and crafted monthly reports based on HEDIS and MRA risk scores
- Managed MRA submissions according to ICD-10 coding standards per protocols from MSO/IPA and CMS
- Improved the company's task allocation framework, overseeing and driving teams to achieve 90% HEDIS score
- Introduced innovative solutions in project coordination and SOPs in accordance with industry prerequisites

SKILLS

- Proficient in R, SQL, Excel, Google Sheets, Power BI, Tableau, HTML, CSS, and Python
- Working knowledge in web development, data analysis methods (cleaning, modeling, and forecasting)
- Experienced in Agile project management using ClickUp and Notion for GANTT charts, Kanban, and Sprints.

PROJECTS

Limited resources teaching R programming at UHD

Survey designer & researcher

Houston, TX

- Generated a comprehensive survey via Google Forms to pinpoint issues & gather feedback from 30+ students
- Conducted interviews with faculty members to assess the adequacy of teaching resources for R programming
- Produced a detailed 20-page feasibility report for the Department of Mathematics and Statistics, outlining actionable suggestions from the research and analysis.

Prevalent cause(s) of cervical cancer

Researcher

Houston, TX

- Produced a 20-page research paper with automated bibliography utilizing LaTeX markup in R Markdown
- Applied advanced data analysis and modeling methodologies to ascertain factors contributing to cervical cancer.
- Presented findings to departmental stakeholders, including the chair, advisors, and professors, using an HTML presentation created through R Markdown.

CERTIFICATION

- [Google Data Analytics Professional Certificate - October 2022](#)

EDUCATION

University of Houston-Downtown

Bachelor of Science in Applied Statistics

Houston, TX

- Awarded "Lena M Chimenti for Outstanding Senior in Statistics 2018-2019" | Dean's List 2018

Houston Community College System

Associate of Science in Business Management

Houston, TX