BUSINESS INTELLIGENCE ANALYST
Professional Summary

Creative, passionate, and multifaceted business intelligence analyst with over six years of providing employers within the managed healthcare industry with valuable and actionable data to improve member quality of life. Practiced at filtering information to find and highlight vital metrics and revelatory findings. Skilled in data analytics, operational planning, management, healthcare, leadership, and data modeling. Excels in adapting to new challenges and learning new skills to serve the organization best.

Work History
Business Intelligence Analyst , 01/2015 - Current Saddle Creek Logistics Services , Belton , TX

- Analyzes member data to build logical business intelligence models for real-time reporting needs using data storytelling techniques.
- Completes five monthly internal business dashboards, four quarterly internal and external data reports, and three quarterly state-contracted reports.
- Daily utilization of Microsoft Excel, Power BI, SQL, and other data visualization programs.
- Assures contract compliance is met for reports with the North Carolina Division of Medical Assistance (DMA) and North Carolina Division of Mental Health (DMH).
- Manages other ad-hoc reporting as needed
- Collaborated with business and IT teammates to develop new reports, create Power BI dashboards, and deep-dive data trend investigations to strengthen alignment between technology and business partnerships.
- Acts as an essential resource for business partners and cross-functional projects to identify, analyze, map, and document business and operational processes and recommend areas for improvement.
- Provides technical assistance to other staff members regarding MS Excel troubleshooting, data collection and analysis, and trend identification
- Data concentration: complaints, grievances, sentinel events (critical incidents and restrictive interventions), appeals, and internal/external compliance
- Data reach: Medicaid and State-funded providers and members in 31 local counties, resulting in roughly 25,000 members served per month.

Data Entry Lab Assistant , 01/2014 - 12/2014 Sonic Healthcare Usa , Paso Robles , CA

- Managed database of over 500 participants to keep records of essential information secure and organized
- Had direct contact with, collected, managed, and organized research data from 200 student participants
- Recorded and analyzed data in MS Excel and SPSS
- Created ten monthly progress reports and maintained spreadsheets to relay findings to lab supervisor and professor promptly.
- Scheduled over 200 laboratory participants for drug and alcohol research, ensuring student researchers followed operations protocols and program ran smoothly and efficiently.
- Responsible for assisting professors in marketing study to potential candidates through presentations, flyers, and social media campaigns.
- Worked independently to administer tests and observe participants during length of experiment.

Battalion Readiness Petty Officer , 10/2008 - 07/2011 Naval Hospital Camp Lejeune , City , STATE

- Mentored and supervised five personnel within unit, providing positive guidance for professional and personal development.
- Responsible for creating, managing, and detailing battalion Commanders' weekly reports on health readiness of personnel.
- Maintained over 2,000 medical records for accurate and precise information listed within all medical records.
- Gathered and supervised teams to administer on-site immunizations to Marines delinquent for deployment.
- Communicated with high-ranking officials via e-mail and weekly face-to-face meetings using operational planning strategies on ways to bring their companies up to proper standards.
- Maintained operational standards and regulations pertaining to training operations.
- Scheduled and ensured completion of all members of the battalions' special military duty and separation exams.
- Maintained the clinic staff's individual training records, managed department to efficiently meet monthly auditing deadlines, and followed and enforced HIPAA and Joint Commission on Accreditation of Healthcare Organizations standards on all records.

Petty Officer of Infectious Disease Clinic , 01/2006 - 10/2008 Naval Medical Center Portsmouth , City , STATE

Active in the US Navy from 2005-2011

Education
Master of Science , Psychology , 12/2021
University of Louisiana At Monroe - City , State

- 4.0 GPA
- Continuing education in psychology

Bachelor of Arts , Psychology , 12/2014
University of North Carolina At Wilmington - City , State

- Awarded Magna cum Laude

- Member of Phi Kappa Phi

Veteran Status

- Protected Disabled U.S. Navy Veteran

Skills

- MS Excel
- Power BI
- Business intelligence (BI) testing
- SQL
- Data visualization
- Data analysis
- Data analysis tool design
- Trend monitoring

- Data validation
- Data formatting
- Project management
- Data Analysis Tool Design
- Business Intelligence Analysis
- Custom Reporting
- Gap analysis