**Galerie tambasco** Drexel, Hill pa 19026⏐484.716.2800⏐dixongalerie@gmail.com

**Senior Market Research and Data Analytics Leader**

Accomplished and client-focused collaborator with 6+ years of diverse experience in client services, market research and healthcare data analytics in rapidly evolving operational spaces. Seasoned in implementing, supporting, and evaluating business initiatives while enhancing the quality customer service experience. Keen ability to align with internal and external stakeholders to support key business activities and process improvement initiatives. Hands-on collaborator with excellent communication, analytical, and problem-solving skills. *Expertise includes:*

**Pharmaceutical Market Research 🞟 Customer Success 🞟 Client Relations & Retention 🞟 Team Leadership & Mentoring**

**Collaboration 🞟 Business Analysis 🞟 Reporting**

**Continuous Process Improvement 🞟 Conflict Resolution 🞟 Prioritization**

***Technical Snapshot:* Microsoft Office Suite (Excel, Word, PowerPoint, SharePoint), QlikView & Qlik Sense, Epic, SQL, & R**

**CAREER EXPERIENCE**

THOMAS JEFFERSON UNIVERSITY HOSPITAL, Philadelphia, PA December 2019 – Present

**Business Intelligence Analyst II** (December 2019 – Present)

Spearhead reporting requirements and priorities of the enterprise’s Emergency Department, Lab, and Patient Flow operational areas. Set, implement, communicate, support, evaluate, and continuously improve operation’s reporting needs. Co-developed and continue to champion a company culture of best practices, accountability, and continuous improvement.

* Built relationships with operational leaders to develop a prioritization and communication strategy relating to their reporting needs.
* Realized a need to document processes, product offerings, and track changes and co-developed a team project management process using JIRA & Confluence.
* Collaborated with enterprise operational leaders to ultimately build real-time reporting dashboards in Epic to enable quick, informed hospital operational decision making.

**Pharmaceutical Market Research Freelancer**, Drexel Hill, PA September 2017 – Present

Exhibit strong project management skills by effectively communicating with clients. Effectively analyze patient and healthcare provider qualitative interviews. Summarize key trends and points made by study participants.

* Conduct qualitative analysis on pharmaceutical company initiatives relating to new product launch, disease and treatment awareness, patient journey, and treatment journey.

LEXISNEXIS RISK SOLUTIONSJune 2015 – November 2019

**Implementation Lead** (September 2018 – November 2019)

Promoted to lead a team of client analysts & associates in delivering client solutions to pharmaceutical & medical device companies, facilitating client engagements, and problem-solving. Aligned with internal stakeholders to achieve business objectives.

* Assisted in the enhancement and testing of new features within the product suite.
* Sourced and secured partnerships with engineering and marketing teams, and drove collaborative efforts spanning best practice development, incident management, change management, and other areas.
* Supported marketing initiatives by conducting analysis on internal data and summarizing key trends on specific disease areas.

**Client Services Analyst** (March 2017 – September 2018)

Delivered multiple product solutions to healthcare provider clients, analyzed medical claims data to troubleshoot client inquiries, and promoted shared best practices across the team.

* Served as a technical & knowledge resource for team members.
* Developed technical process improvements and best practices to reduce workload.
* Effectively problem-solved by analyzing various medical claims sources using SQL, R and QlikView.

**Client Services Associate** (June 2015 – March 2017)

Enhanced customer service experience & customer retention by effectively communicating with key stakeholders and evaluating client solutions.

* Successfully managed various client priorities and support requests under tight deadlines.
* Developed and documented process improvements to decrease workload amongst the team.
* Conducted strong data analysis and translated data into client insights.
* Proactively participated in on-going learning (SQL, R, QlikView).

RESEARCH PARTNERSHIP, Horsham, PA June 2014 – June 2015

**Research Analyst** (June 2014 – June 2015)

Exhibited strong project management skills by effectively partnering with external vendors and tracking project progress. Conducted qualitative and quantitative pharmaceutical market research analysis.

* Conducted research related to pharmaceutical initiatives such as launch of new products, disease awareness, patient journey, and treatment journey.
* Analyzed qualitative interviews and survey data.
* Assisted in creating client presentations by summarizing key results and trends.

ACADEMIC INTERNSHIPS June 2013 – June 2014

**Research Assistant,** Drexel University School of Public Health, Epidemiology Department (January 2014 – June 2014)

* Conducted research related to the following associations: diet quality and supermarket density, diet quality and eating out frequency, and the effect modifications by socioeconomic status and education level.
* Coded and performed statistical data analysis using Excel and SAS 9.3.

**Research and Evaluation Intern,** Nemours Health and Prevention Services (NHPS), Wilmington, DE (June 2013 – September 2013)

* Effectively collected, organized, managed, and analyzed data from pediatric clinics.
* Succeeded in coding and scoring Delaware school districts’ nutritional health policies.

**EDUCATION & CERTIFICATIONS**

**Master of Public Health, Epidemiology⏐**Dornsife School of Public Health,Drexel University (2014)

**Bachelor of Science, Neuroscience ⏐**Ursinus College (2012)