

TESSA BLANKENSHIP



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tessa-blankenship



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EDUCATION

M.S., APPLIED DATA SCIENCE

Syracuse University
2019 – 2020

B.S., APPLIED BUSINESS ANALYTICS

Grand Canyon University
2016 – 2018

A.A., IT, DATABASE ADMINISTRATION

University of Phoenix
2014 – 2016

TECHNICAL SKILLS

DAX

MDX

MS PowerBI

MS Visio

MS Project

MS Visual Studio

MS Report Builder 3.0

MSSQL Management Studio

MS Teams

MS SSRS

MS SSIS

MS SSAS

T-SQL

MySQL

Redshift

Tableau 10.4

R - RStudio

Python - Spyder, Jupyter

Notebook, Google Colab

PROFESSIONAL PROFILE

I am looking for a position where I can utilize my education in Data Science, and experience in data management, data analysis and visualization to create business solutions that increase productivity and profitability for a company that is looking to grow exponentially.

EXPERIENCE

SENIOR BUSINESS INTELLIGENCE DEVELOPER

Dignity Health Managed Services Organization / Bakersfield, CA / October 2018 – Current

- Gather end user requirements/source to target for data integration projects.
- Provide business with insights related to project or process.
- Complete ETL process to normalize add new data features in the operational data store.
- Analyze data related issues, formulate and execute plan to resolve the issue.
- Development for complex queries, and advanced analytics.
- Improved current ETL stored procedures.
- Created SQL Server Integration Services packages to replace outdated stored procedures for loading pharmacy data into the company's operational data store, increasing data quality in the process.
- Trained Data Analysts and BI Developers, building the departments skill set.
- Designed and implemented the transition from SQL Server Reporting Services 2014 to Power BI Server 2016.
- Developed and implemented KPI's across all departments, including analytics and drill through reporting that has increased the productivity and visibility for the company.
- Utilized machine learning algorithms to identify new rules for auto approving authorizations, decreasing the cost and authorizations turn-around time for the department.
- Developed and maintained SQL Server Analysis Services Cubes.

VICE PRESIDENT, DATA OPERATIONS

Healthcare Finance Direct, LLC / Bakersfield, CA / May 2015 – October 2018

- Continue to maintain the historical database that I designed and implemented, allowing for the creation of delinquency aging reports.
- Create data stores and set up PowerBI reporting for power users.
- Created and presented training for users to understand how to analyze data using PowerBI.
- Develop modeling tools for forecasting and pricing purposes.
- Utilized Holt-Winters forecasting model as a method for forecasting revenue for the company.
- Provide data related specs to the IT department.
- Test data and system integrity with each release of the company's proprietary software.
- Create custom reporting for management and client use.
- Manage and maintain data integrity.
- Continue to maintain the reporting and business intelligence capabilities, using the MS SQL Server database and Report Builder 3, with SQL Server Reporting Services (SSRS), that I designed and implemented as the first full business intelligence stack for the company.
- Designed, developed, and implemented the first KPI reporting capability for the company, with drill down reporting and analysis for visibility, increasing the company's performance in the customer service department.
- Competed Poisson distribution analysis on the customer service department, allowing for better planning and performance.
- Pushed the company forward by championing analytics.

KEY SKILLS

Pragmatic Problem Solving
Simplifying Complex
Processes
Data Analysis
Data Visualization
Machine Learning Knowledge

EXPERIENCE CONTINUED

VICE PRESIDENT, REVENUE MANAGEMENT AND DATA INTEGRITY

Healthcare Finance Direct, LLC / Bakersfield, CA / July 2014 – May 2015

- Developed and implemented all revenue processes based on compliance and regulations for the newly formed department.
- Created job descriptions, conducted interviews, hired, trained and mentored staff to develop into supervisor positions.
- Created audit processes and reporting to support the audits.
- Developed and implemented a data governance program utilizing reports to find invalid or unexpected data that would then be reviewed by data stewards and assigned to data custodians for clean up as directed.
- Continued to maintain the SQL Server reporting and implement new analytical reporting as needed.

VICE PRESIDENT, TECHNOLOGY SERVICES

Healthcare Finance Direct, LLC / Bakersfield, CA / September 2010 – May 2015

- Worked with department heads to obtain business requirements, created technical specifications, and directed third-party company in the addition and design of new features and bug fixes.
- Worked directly with the programmers to troubleshoot how a feature or bug fix would be addressed logically within the program.
- Implemented and developed reporting capabilities using Microsoft SQL Server, including external report delivery.
- Managed the implementation of new features added to the company's proprietary software system.
- Prioritized additions by creating ROI's for each new feature requested.
- Managed and reported project success to stakeholders.
- Created and implemented a quality assurance program for new features and bug fixes which included training different staff members in each department.

DIRECTOR OF OPERATIONS

Healthcare Finance Direct, LLC / Bakersfield, CA / October 2009 – September 2010

- Developed and implemented all process and protocols for the credit and customer service departments, based on compliance and regulations.
- Created job descriptions, conducted interviews, hired, trained and mentored staff to develop into supervisor positions.

INDEPENDENT PROJECTS

INDEPENDENT CONTRACTOR

UpWork / October 2017 – November 2018

29 contracts completed with a 97% success rate and an average star rating of 4.82/5

- Power BI Projects – 8 contracts
 - Created Power BI Dashboards
 - Trained Users
 - Data included accounting information, water pump utilization, and ad campaigns
- Excel Analysis – 4 contracts
 - Completed data analysis tasks
 - Developed Excel sheets that allow the user to enter new data
 - Data included pizza business sales, state and national accident data sets, energy usage, and ad campaigns
- SQL Analysis (Redshift, T-SQL) – 2 contracts
 - Analyzed data sets to find patterns using SQL queries
 - Data included payment data for a national food delivery service, and water pump electricity usage data
- SQL Server Reporting Services Implementation – 1 contract
 - Completed a pharmaceutical presentation report that is sent out to doctors to show usage of each medication for the practice
 - Trained tech on how to accomplish the report using advanced features (lists and bookmarks)