Vincent Dotson

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Professional Portfolio: https://github.com/vince-564/PortfolioProjects.git

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Summary

Purposeful Data Analyst with experience in analyzing medical data, specializing in leveraging medical data to drive informed decision-making. Proficient in Python, SQL, and data visualization tools like Power BI and Tableau. Demonstrated success in streamlining operations, improving quality metrics, and enhancing revenue through initiative-taking problem-solving and effective project management. Adept at collaborating with cross-functional teams to implement innovative solutions and process improvements. Seeking to continue applying analytical expertise within the medical sector to contribute to organizational growth and excellence.

Professional Experience

Technical Analyst
Irix at Milliman IntelliScript
July 2022 - Present

- **Streamlined Development**: Collaborate with colleagues and clients to define coding requirements, implement customizations, and create release deliverables, reducing development time by 15%.
- **Project Management**: Manage project workflows using Jira and maintain collaborative documentation with Confluence, improving project transparency and team communication by 25%.
- **Data Analysis**: Regularly utilize SQL and Power BI to extract and analyze complex datasets, increasing reporting accuracy by 20%.
- **System Enhancements**: Lead research projects, presenting proposals that resulted in the implementation of four system improvements.
- **Issue Resolution**: Proactively address and resolve issues, enhancing issue resolution efficiency by 20%.
- **On-Time Delivery**: Balance multiple projects with varying deadlines, achieving a 95% on-time delivery rate.
- **Team Collaboration**: Foster a collaborative environment, receiving positive feedback for effective communication and support.
- **Process Improvement**: Propose and implement two process improvements that were adopted by the team.

Call Center Data Analyst
Samsung Electronics (through 2020 Companies)
March 2022 – June 2022

- **Product Quality Reporting**: Conducted daily/weekly/monthly/Ad-Hoc reporting on product quality issues through analysis of internal call center voice of customer data, resulting in the identification of fifteen critical areas for improvement.
- **Automated Research**: Automated Research: Designed and implemented a Python-based web scraper to collect forum data on product issues, reducing research time by 50% and uncovering insights into customer-reported issues like 5G connectivity and overheating.
- **Device Performance**: Monitored device quality and performance metrics throughout the product lifecycle, contributing to a 10% improvement in overall product quality.
- **Reporting Accuracy**: Assisted data management with development & maintenance of the reporting process, documenting & reporting database errors and issues, resulting in a 30% reduction in reporting errors.
- **Cross-Departmental Collaboration**: Coordinated with other internal departments to support quality reporting improvement plans, resulting in the implementation of three new collaboration initiatives.

Government Data Analyst
StoneGate Senior Living, Nursing Home/Assisted Living
March 2021 – March 2022

- **Database Management**: Utilized SQL to query databases and pull resident demographics with 100% accuracy.
- **Data Cleaning**: Conducted data cleaning through SQL & Excel, resulting in a 20% reduction in data errors.
- **Program Compliance**: Monitored/tracked the company's performance for a federally funded program, achieving 100% compliance with program guidelines.
- **Reporting**: Generated weekly and monthly performance reports, distributed to appropriate internal/external parties, resulting in a 20% increase in report accuracy.

Education

- **Master of Science in Advanced Data Analytics** | University of North Texas | Denton, TX | 2022 - 2024
- **BBA in Marketing** | Freed-Hardeman University | Henderson, TN | 2010 – 2015

Professional Skills

- **Programming Languages**: Python, C#
- **Database Management**: SQL, Microsoft SQL Server
- **Data Visualization**: Power BI, Tableau
- **Data Analysis**: Excel, Google Sheets, Data Cleaning
- **Project Management**: Agile, Scrum, Azure DevOps, Jira, Confluence
- **Microsoft Office Suite**: Word, Excel, PowerPoint

Certifications

- Google Data Analytics – March 2022
- Professional Scrum Developer™ I (PSD I) – March 2023
- Certified SAFe® 6 Practitioner – May 2023 – May 2024
- Foundation C# with Microsoft – April 2024