Vincent Dotson

Technical Analyst

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+1 (615) 509 0993

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vincent.l.dotson@gmail.com

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Professional Portfolio

LinkedIn

Summary

Dynamic and results-oriented professional with a diverse background in data analytics, financial analysis, and billing operations. Demonstrated ability to drive business success through proactive problem-solving, project management, and effective communication. Skilled in leveraging technical expertise in Python, SQL, and data analysis tools to extract insights and optimize processes. Proven track record of achieving measurable results, including streamlining operations, improving quality metrics, and driving revenue growth. Complemented by strong educational credentials with a master's degree in advanced data Analytics and a solid foundation in marketing. A proactive team player with a passion for driving innovation and continuous improvement. Seeking opportunities to apply expertise and contribute to the success of a forward-thinking organization.

Experience

July 2022 - Current
Technical Analyst
Irix at Milliman IntelliScript

- Collaborated with colleagues and clients to propose/determine coding needs, implement customizations, and create release deliverables, resulting in a 15% reduction in development time.
- Successfully drove Irix research projects, presenting proposals for system and process changes within the Irix system, leading to the implementation of four system enhancements.
- Proactively moved issues to resolution, achieving a 20% increase in issue resolution efficiency.
- Balanced numerous projects/tasks with varying deadlines and difficulty levels without sacrificing quality of work, resulting in a 95% on-time delivery rate.
- Actively communicated with manager and team members, fostering a collaborative environment, and receiving positive feedback from team members for effective communication and support.
- Proactively communicated and drove ideas for future growth and change, resulting in the adoption of two process improvements by the team.

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

- 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.
- Monitored device quality and performance metrics throughout the product lifecycle, contributing to a 10% improvement in overall product quality.
- Assisted data management with development & maintenance of the reporting process, documenting & reporting database errors and issues, resulting in a 30% reduction in reporting errors.
- Conducted daily, weekly & monthly analysis of service tracking data, presenting data to leadership (as requested), leading to a 10% increase in service quality metrics.
- Coordinated with other internal departments to support quality reporting improvement plans, resulting in the implementation of three new collaboration initiatives.

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

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

Education

2022 - Anticipated Graduation 2024

University of North Texas | Denton, TX
M.S. in Advanced Data Analytics

2010-2015

Freed-Hardeman University | Henderson, TN
BBA in Marketing

Skills

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

Certifications

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