

PROFESSIONAL SUMMARY

Strategic analytics professional with 11+ years of experience transforming complex data—including HIPAA, PHI/PII—into actionable insights for business and product teams. Experienced in defining business requirements, translating ambiguous questions into structured, end-to-end analytics solutions, and supporting audit, reconciliation, and compliance workflows.

AREA	SKILLS
ANALYTICS & ENGINEERING	Advanced SQL (window functions, deterministic hashing), Python (analysis & automation), Snowflake, Redshift, Data Modeling, ETL & ELT pipelines, Alteryx, Excel (Advanced)
BUSINESS INTELLIGENCE	Looker/LookML, Metric design, KPI weighting & performance scorecards, Dashboard development, Data visualization, Decision-support frameworks
DOMAIN EXPERTISE	Privacy & Compliance (HIPAA, PHI/PII), Data Governance, Collaboration with Legal/Risk teams, Healthcare Operations, Hospitality Analytics
TOOLS & PLATFORMS	GitHub & CircleCI (CI/CD), Salesforce, TPOS (Truepill Pharmacy Operating System), Internal healthcare systems (EMR, Rx fulfillment, claims processing, etc.)

ANALYTICS & BUSINESS OPERATIONS EXPERIENCE

HILTON <i>Remote, OH</i> Senior Business Analyst May 2025 – Present	Lead development of analytics frameworks merging customer and case-management data into a consolidated analytics layer for operational and guest-experience insights. Build automated workflows in Alteryx, SQL, and Python for anomaly detection, data discrepancy investigation, trend analysis, and clustering of behavioral attributes, reducing manual reporting and improving data reliability. Mentor on data governance, reproducible query logic and documentation standards.
TRUEPILL / FUZE HEALTH <i>Remote, OH</i> Operations System Analyst Mar 2022 – May 2025	Prepared, built, and maintained board-facing analytics and performance reporting used in fundraising rounds, operational reviews, and executive decision-making. Designed workforce logic enabling leadership to analyze hiring, attrition, and internal transfers in real time; eliminating manual efforts. Engineered self-maintaining business calendar to automate business day logic, removing manual updates and reducing errors across workflows. Built real-time service level engine in Snowflake, surfacing revenue-at-risk on live dashboards (LookML) to address potential breaches. Developed dimensional data models and LookML layers to structure fragmented data, exposing hidden metrics and unlocking self-service analytics for non-technical teams (reducing ad-hoc requests by ~40%). Conducted peer code reviews via GitHub and managed CI/CD pipelines (GitHub Actions/CircleCI) to deploy code, ensuring reliable production releases.
TANGOE <i>Remote, OH</i> WFM Systems Analyst Jan 2014 – Mar 2022	Built and delivered data-driven tools and custom reporting (Excel) to support decision-making in enterprise telecom expense and contact-center management. Developed forecasting and capacity planning models to anticipate staffing needs, helping business units allocate resources optimally and consistently meet service level targets. Led end-to-end workforce optimization initiatives across global service desks, improving scheduling efficiency and service levels.