MA

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EXPERTISE SKILLS

- Statistical Analysis
- R
- SQL
- Tableau
- Patient Experience Research
- Data Visualization

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Master of Science in Health Analytics, Johns Hopkins University, 2014

REFERENCES

John Smith
Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson
Director, Innovation Labs
sarah.j@email.com

Michael Brown
VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

CUSTOMER INSIGHTS ANALYST

Dedicated Customer Insights Analyst with a rich background in healthcare analytics and patient experience improvement. Over 6 years of experience in analyzing patient data to provide insights that drive operational efficiency and enhance care delivery. Proficient in utilizing statistical methods and analytical tools to derive insights from complex datasets. Strong communicator capable of translating data findings into actionable strategies for healthcare providers.

PROFESSIONAL EXPERIENCE

Health Analytics Group   *Mar 2018 - Present*
Customer Insights Analyst

- Analyzed patient satisfaction surveys and clinical data, leading to a 15% improvement in care quality metrics.
- Collaborated with clinical teams to develop patient-centered initiatives based on data insights.
- Utilized statistical software to conduct regression analyses, identifying key factors affecting patient experience.
- Presented data-driven recommendations to hospital management, influencing policy changes.
- Conducted focus groups to gather patient feedback, integrating insights into service delivery improvements.
- Managed data visualization projects using Tableau to communicate findings effectively.

Clinical Insights LLC   *Dec 2015 - Jan 2018*
Data Analyst

- Conducted data analysis on patient outcomes to inform treatment protocols and enhance service delivery.
- Utilized Excel and SQL to manage and analyze large datasets, ensuring data accuracy.
- Collaborated with healthcare providers to design and implement patient feedback mechanisms.
- Presented analytical findings at healthcare conferences, promoting data-driven decision-making.
- Developed predictive models to forecast patient needs, improving resource allocation.
- Engaged with stakeholders to ensure alignment of analytical insights with operational objectives.

ACHIEVEMENTS

- Recognized for excellence in patient data analysis, leading to a 30% reduction in service delays.
- Awarded the 'Innovator of the Year' for developing a patient feedback system.
- Improved healthcare outcomes by implementing data-driven strategies that increased patient satisfaction scores by 20%.