



TARGET: VICE PRESIDENT, ANALYTICS

Transformational and influential professional with expertise in data strategy and research operations in the healthcare sector.

Forward-thinking analytics thought leader with 10 years of experience; skilled in taking highly complex problems and modeling them quantitatively, providing the data-driven insights required to make economically rational business decisions. Versed in driving multifaceted projects and leading teams in executing priority initiatives on time and to target.

- ▶ Trusted partner with demonstrated success working cross-organizationally and with clients to develop data strategy, oversee and execute analytic programs, and advance products.
- ▶ Respected source of expertise and technical leader in the areas of analytics methodologies, creating analytic opportunities, developing scalable innovations, designing repeatable business solutions, and applying best practices.
- ▶ Recognized as an expert in interpreting and analyzing different types of data sets and translating them into usable business insights.

PROFESSIONAL EXPERIENCE

UNITED MEDICINE XRV GROUP, Chicago, IL

2014-Present

Associate Director, Data Strategy and Research Operations, 2019-Present

Advanced to this role to work in collaboration with the director in oversight of data strategy and research operations. Lead a high-performing team in executing complex research projects and meeting business time lines and target. Administer an \$8 million budget.

- Critical strategist and influential advisor; engage in comprehensive review of internal research proposals, key objectives, and data requirements to determine top priorities and develop strategies significant to academic partnerships and research projects.
- Draft favorable legal agreements and contracts associated with research projects, including master research agreements and study addendums.
- Provide thought leadership on matters related to internal research analytics and ideas. Summarize project and study details in research briefs for external release.
- Selected to lead a pro bono woman's health equity initiative with the company's QuantimaXRV arm. Led the charge to establish a business case for prioritizing the top issues, determine the overall impact and urgent issues, and pinpoint research and statistics that support the opportunity. Initiative insights will ultimately be pitched to the CEO.

Senior Healthcare Economics Consultant/Training Lead-Virtual XRV Health Plan, 2016-2019

Cultivated and managed 15 national client relationships comprised of more than \$500 million in annual spend. Assembled a team of 200 and led the training program for customer analysis and solutions in securing learning opportunities, delivering training, and executing project management initiatives.

- Designed and implemented an innovative new training program that emphasized knowledge sharing.
- Generated an increase and an absolute NPS score clients.
- Credited for encouraging analysts/underwriting team to discuss public health topics in client-facing presentations with a focus on the impact of flu and social determinants of health.
- Engaged in comprehensive analysis of industry trends, intelligence, and customer requirements; translated relevant data into story decks for presentation to executive client leadership.
- Innovated strategies that drove trends below industry norms and presented viable recommendations to senior leadership.
- Tracked trends in health plan performance and identified opportunities for medical expense reduction by leveraging existing and ad hoc reporting capabilities.

XRV Healthcare Economics Consultant, 2014-2016

Extracted, aggregated, and analyzed data from large data sources and tables to track utilization trends, develop affordability initiatives, and measure viable medical cost improvements. Statistically analyzed the effectiveness of a wide range of clinical programs. Reviewed, evaluated, and generated complex reports. Prepared claims and membership data for external audiences in support of Employer & Individual (commercial) analysis.

- Recognized for evaluating an enterprise program and identifying \$1 million in savings.
- Identified operational needs, addressed key issues, and delivered detailed healthcare economics analysis outcomes presentations to customers.
- Recognized as subject-matter expert in work with complex, raw healthcare claims and clinical data; leveraged expertise to identify data patterns, pinpoint potential issues, and make viable recommendations.

ICI UNIVERSITY SCHOOL, Iowa City, IA

2010-2014

Researcher, State Hygienic Lab, 2013-2014

Engaged in comprehensive data analysis of laboratory operational revenue and client volumes, and presented insights on top clients, grants, and contracts. Systematically reviewed a wide range of literature on laboratory performance metrics.

- Analyzed data using the laboratory information system; collected operational metrics-turnaround time, holding time, and backlogging data to drive a 25% improvement in laboratory performance metrics.
- Co-wrote a grant to secure support from American Laboratory Funder.

Research and Teaching Assistant, 2010-2014

Challenged and engaged 100+ graduate students while teaching courses in healthcare systems; delivered lectures, evaluated performance, and graded assignments. Studied counties with pharmacy closures pre-post ICI Special Act, while executing a project for the ICI Research Institute using SAS.

- Developed a systematic review of telehealth applications in ICUs, emergency departments, and hospital pharmacies after condensing in excess of 1,000 scholarly articles.
- Examined and evaluated the implementation in ICI Critical Access Hospitals, which included analyzing and coding urban, rural, and critical access hospital interviews associated with implementation of a team work program to improve hospital safety. Utilized NVIVO qualitative software which yielded best practice recommendations

NRM AGENTS FOR RESEARCH AND QUALITY, Rockville, MD

2012

Program Analyst

Prepared a manuscript based on ten years of national surgical data; examined the relationship between patient safety and inpatient quality indicators and measures of income at the zip code level using SAS and A Q QI/ software in SAS.

- Engaged in a systematic literature review to examine quality of care provided in safety hospitals.
- Published a research brief on post-surgical readmissions rates of income using SAS

CAREER HIGHLIGHTS**AURORA XI GRAND COMMISSION**, Aurora, IL

2008-2013

Acting Assistant Director

Assisted in planning and organizing election activities to ensure compliance with applicable state and federal laws, rules, and regulations. Drafted and published media notices. Monitored election officials' annual and monthly budget, expenses, and monetary transactions. Led staff and oversaw the solicitation and training of election judges. Managed setup, maintenance, and reporting for voter databases and absentee ballots.

EDUCATION**PhD, Health Services and Policy**, ICI UNIVERSITY SCHOOL, Iowa City, IA, 2018**MPH, Health Services Management**, NORTHERN ILLINOIS UNIVERSITY, DeKalb, IL, 2008**BS, Biology/Minor: Spanish, North Central**, NORTHERN ILLINOIS UNIVERSITY, DeKalb, IL, 2007**HONORS & AWARDS**

J. and S. Wakelen-Keen Award for Doctoral Student Performance, ICI University School, 2014

Graduate and Professional Students, JCI Research Grant Recipient, ICI University School, 2014

KLI Leader Research Institute, ICI University School, 2014

SA International Training Award to Conduct Research in Peru, 2013

J.F. Jablshorva Graduate Conference Winner, Iowa City, IA for Poster Presentation, 2013

Academy Health Alodarmaras Scholarship for Annual Conference Registration, 2012

CMC Executive Graduate & Professional Students Cadre, Grant Recipient, ICI University School, 2012

TECHNICAL SKILLS

SAS | STATA | SPSS