

Denis Nguyen

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PROFESSIONAL SUMMARY

A data and analytics leader driven to achieve results through strategic planning and delivering solutions addressing root causes. Success in developing strong working relationships between leaders to drive improvement and achieve goals. Dedicated to building effective teams within an organization through motivation, clear communication, and good hiring practices. Extensive experience analyzing voluminous data, distilling complicated concepts, and supporting decision makers with quantitative support.

Core Proficiencies

Strategic Planning & Leadership | Relationship Building & Management | Verbal/Written Communication | Business Consulting
KPI Metrics Design | Executive Dashboards | Agile Methodologies | Project Management | Process Improvement & Automation
Data Science | Python and R/Shiny | Database Design & SQL Querying | AWS Redshift | Tableau | Alteryx | Microsoft Access

EXPERIENCE

HEALTHFIRST – *Analytics Manager, Operational Analytics (full-time)* Apr. 2019 – Present

- Consult with business leaders to build strategies that align the power of analytics to quantifiable value and assess the work required to meet the needs of multiple business areas
- Construct annual roadmaps and quarterly plans aligned to company priorities to guide analytics deliverables
- Manage a team of 7 to build data products supporting Operations strategic initiatives within Enrollment & Billing and Delegated Vendors
 - Provide feedback and performance management to team members, including coaching and mentoring for career growth
 - Formed a data science study group and guide members in learning Python programming and machine learning
 - Act as an analytics product owner in agile and PI planning sessions to sync up deliverables with the Agile Release Train
 - Cultivate scrum agile practice within the team to provide incremental value in 3-week sprints to stakeholders
- Investigate the level of effort and evaluate success of analytics projects
- Partner with IT to build out a data warehouse and migrate development projects into a production Redshift environment
- Orchestrated creation of analytical controls for 2 major system upgrade deployments
 - Captured ~6,200 members with missing records (~\$2.7 million revenue/month) for the eMedNY transition from roster to 834
 - Saved \$1 million in 2019 revenue through the identification of deployment gaps in the ACA module upgrade to core record systems
 - 11 analytical controls currently monitor business processes after deployment
- Collaborated with other analytics teams on retention initiatives to grow membership
 - Implemented a more accurate and automated delivery of data to power win-back campaigns
 - Increased success rate by ~50%, generating an additional ~\$140,000 in annualized profit per month
 - Curated insights in a concise data story and successfully presented project in a senior leadership meeting (AVPs to C-Suite)
 - Spearheaded the predictive modeling of customer churn to improve retention rates and project revenue loss
- Championed analytical solution to reduce risk and optimize data preparation for A-133 audits
 - Identified \$1.8 million in financial exposure for mitigation in advance of the 2019 A-133 audit
 - Resulted in passing the audit with no financial exposure and removal of a corrective action plan
 - Nominated for end of year company team award for contribution to this achievement
 - Decreased over \$10 million in identified financial exposure to be repaid to the state by justifying premiums received for 2015-2018
- Enabled recovery of over \$3.5 million in premiums in 2020 through enhancement of the identification criteria for ESRD-related claims

HEALTHFIRST – *Sr. Business Intelligence Analyst/Data Science* Dec. 2017 – Apr. 2019

- Technical lead of the Enrollment & Billing department's controls and metrics program to monitor the health of operational processes
 - Saved \$9.1 million in revenue by identifying fallout population of members in business operations
 - Authored 70+ metrics from the beginning to the end to ensure compliance with state regulations and internal SLA's
 - Developed Tableau dashboards to share analyses and promote self-service analytics in the organization
 - Presented results to the VP of the department and directors of the lines of businesses in sprint demos
 - Decreased customer abrasion and conflict with NYSOH through advanced detection of errors in internal processes
- Led department SQL training sessions and mentored new members on the analytics team
- Identified data discrepancies (membership history and premium payments) across multiple database systems
 - Recovered over \$400,000 in lost premiums in reconciliation efforts
 - Implemented business rules in SQL and delivered results in Tableau dashboards for data reconciliation
- Automated and streamlined business processes to reduce execution time, minimize risks, and increase auditability
 - Mapped business processes to pinpoint system inefficiencies and errors
 - Consolidated steps for report generation into a simple user interface with Microsoft Access using AWS-linked data
 - Migrated processes from Microsoft SQL Server (Transact-SQL) to AWS (Amazon Redshift)
- Investigated system data discrepancies, evaluated impact and risks, and created action plans to correct errors

NYC DATA SCIENCE ACADEMY – *Data Science Mentor (part-time)* Mar. 2017 – Present

- Lead remote tutoring sessions to support students' understanding of programming, statistics, and machine learning
 - Topics include SQL, data analytics and visualization with R and Python, supervised and unsupervised machine learning with R and Python, data engineering, deep learning, Linux, and Git/GitHub

AMERITAS LIFE INSURANCE CORP – Data Scientist, Marketing Analytics

Aug. 2016 – Dec. 2017

- Consulted with business partners, including directors and VPs, in cross-functional meetings to discuss and align business marketing goals with data analysis objectives and projects
- Data steward of marketing data working with the business to establish a business glossary
- Diagrammed lead generation and customer journey maps and identified cross-sell and upsell opportunities
- Pioneered supplementing internal data with public data to deliver business insights on various insurance product lines
- Programmed an R Shiny dashboard to visualize customers, analyze potential markets, and facilitate agent recruiting
- Analyzed customers through profiling, segmentation, and mapping to identify current customers and potential markets
- Researched to identify the optimal audience for focused marketing with social media
- Recognized as one of LIMRA's 25 Rising Stars of Marketing and Communications under 40 in 2017
 - <https://www.limra.com/en/newsroom/news-releases/2017/limra-announces-25-rising-stars-of-marketing-and-communications-under-40/>
- Co-founded Next-Gen Bison – Cincinnati Chapter, an internal young professionals group

EDUCATION

Rutgers University – Master of Business and Science, Analytics: Discovery Informatics & Data Sciences, 3.93/4.00 (hybrid MBA/MS)	2019
Rutgers Business School – Mini-MBA in Data-Driven Management	2018
Rutgers Business School – Mini-MBA in Digital Marketing	2018
NYC Data Science Academy – Data Science Certificate	2016
NYIT College of Osteopathic Medicine – Doctor of Osteopathic Medicine (withdrawn)	2013 – 2015
Stony Brook University – Bachelor of Engineering, Biomedical Engineering	2013