Nga (Diane) Nguyen

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EDUCATION

University of Louisville, Louisville KY

Master of Science in Business Analytics July 2019

Master of Public Health

• Health Management, Environmental & Occupational Health Concentrations

Bachelor of Science in Business Administration, Computer Information Systems

• Business Process Management Concentration

Bachelor of Arts in Economics

Bachelor of Science in Political Science

EXPERIENCE

Kentucky Department of Education, Division of School Technology Services Frankfort, KY   Oct 2020 - Present

Systems Consultant IT

• Analyze requests for information technology development and prepares long range information technology plans across agency organizational business lines

• Provide analytical support for large scale development projects including overall system design and integration

• Serve as project lead and provides analytical support to IT management in the integration and design of IT projects

• Analyze project requests for new development and/or system modifications

• Develop and make presentations to agency heads and information technology management explaining the planned and actual utilization of information technology resources

• Work with users and other agencies in the planning of information technology resource allocation

• Analyze requests for information technology development & prepare plans across agency organizational business lines

• Analyze user problems and makes recommendations for solutions

• Work with users and other agencies in the planning of information technology resource utilization

• Monitor plans and products developed by contract consultants and other IT staff

• Provide technical assistance to systems analysts, programmers, business analysts and contract consultants in the development and integration of computer systems to enable the business process of user agencies

• Provide leadership and/or assistance in the formulation of contractual relationships with vendors to include Service Level Agreements, Scope of Work documentation, Business Cases and Requests for Proposals

• Prepare feasibility study documents, long range information technology plans and summaries of agency project requests and other reports resulting from the analysis of requests for information technology solutions

• Plan, develop, and coordinate or present highly complex information technology training

• Update, monitor and run monthly Tableau dashboards and reports

• Assist in the automation of existing processes using SQL, Microsoft Excel and Tableau

Humana, Inc., **Provider Process and Network Operations** Louisville, KY   July 2019 – Oct 2020

Business Intelligence Engineer

• Describe tools, technologies, applications and practices used to collect, integrate, analyze, and present data to leaders

• Analyzed and presented data to create insightful and actionable business information

• Run daily IPAR (Incorrect Payment Audit Request) process & monthly TAT (Turn Around Time) reports using SSIS packages

• Improved the IPAR submission process by automating parts of the IPAR process using tools, such as SQL, MS Excel

• Create instructions, documentation, and guidelines for the IPAR process and IPAR tools

• Communicate requirements to stakeholders, functional users and ancillary teams on process improvements & updates to tools

• Create, update, test and deploy IPAR forms utilized by functional users

• Utilized data to drive process improvements, root cause analysis, and issue resolution to ensure quality assurance of data

• Provide, training, technical support and troubleshooting for users of the IPAR IT tools and applications

• Convert Microsoft Excel reports into Microsoft PowerBI dashboards

Humana, Inc., Louisville, KY   July 2018 – July 2019
Financial Analytics Intern
• Cleaned data, calibrated neural networks, and other predictive models using SPSS Modeler
• Created and improved upon existing process documentation
• Conducted peer reviews of existing CMS risk score model & payment methodology
• Improved efficiency of existing models by optimizing SQL code and automation of existing processes
• Created documentation & instruction guidelines for new procedures and processing techniques

Yum! Brands-Kentucky Fried Chicken, Louisville, KY   May 2017 – July 2018
Business Intelligence Intern
• Produced documentation of business needs, systems requirements, and proof of concept for projects using the SDLC
• Generated visualizations, analytics reports, dashboards and mobile visualizations using Microsoft Power BI
• Created queries and perform data validation to identify and understand anomalies using SQL
• Worked with cross-functional teams using the SDLC to develop new products for departments

University of Louisville, Office of Study Abroad and Int'l Travel, Louisville, KY
Data Analyst   May 2015 – Jan. 2018
• Produced statistics and figures for students, faculty and staff that have traveled abroad
• Delivered and implemented data collection strategies which increased efficiency by 50%
• Produced reports, statistics & figures for weekly, quarterly and annual reporting
• Interpreted data, analyze results using statistical techniques, and interpreted current trends & patterns
• Created and maintained study abroad travel database of students, faculty and staff
Program Assistant Senior   July 2014 – Nov. 2014
• Supervised 12 work study students in regards to scheduling, work load and compensation
• Decreased spending by 10% through budget reconciliation, and optimizing monthly expenditures
• Improved student record collection and analysis through re-design of the in-take process and intake forms

Life Spring Health Systems, Jeffersonville, Indiana
Grants Coordinator   April 2015 – January 2017
• Managed multi-million dollar department budget in coordination with Clinical Supervisor
• Supervised 20+ staff members in regards to admissions procedures and privacy guidelines
• Developed and maintain databases and systems for tracking grant awards, and statistical data
• Created and distributed reports, summaries, and analyses in regards to hundreds of grant recipients
• Ensured that staff complied with federal and state law as well as company policies, procedures and guidelines
• Conducted research for the creation of policies and procedures that adhere to standards of best practice
Care Manager   Nov. 2014 – April 2015
• Provided preliminary assessment and treatment planning services
• Delivered case management services to 10+ clients at a time
• Advocated on behalf of client to serve as a liaison for the patient to ensure continuity of quality patient care

SKILLS

Languages	SQL
Applications	Microsoft Power BI, Tableau, Microsoft Office, SAS Enterprise Guide, SAS Enterprise Miner, SAS Studio, Visio, WordPress, Microsoft Visual Studio, SPSS, SPSS Modeler
Databases	SQL Server, Netezza
Operating Systems	Windows 8, Windows 10
Technical Writing	Normalization charts, vision documents, use cases, data definitions, instruction manuals, Crow's Foot ERDs, SDLC, reporting documentation