

John P. Andrade
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PROFESSIONAL SUMMARY

Data Analyst and Military Veteran with a previously active Secret Security Clearance and 8+ years in military healthcare and 20+ years of proven experience in the private sector with a background in data analysis. Accomplished measurable results implementing strategies within the healthcare field to ensure the attainment of goals and outcomes. Possess a comprehensive background in operational performance derived from research using industry, state, and national benchmarks. Career supported by a Master's in Business Administration with an emphasis in Data Analytics.

- Strategic Planning
- Leadership
- Data Analysis
- Quality Assurance
- Training and Development
- Policy Implementation
- Program Management
- Communication
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

VIA Metropolitan Transportation, San Antonio, TX **Service Planning and Scheduling Analyst**

2020 – 2021

- Assisted the Service Planning and Scheduling department perform technical work involving service planning, scheduling, and aiding in developing run-cut/roster for Bus Operators schedule efficiency.
- Collected of information/data, analyzing data, and developing detailed service plans for efficient transit service.
- Responsible for compiling statistics, conducting analyses, and preparing management reports related to transit operations, while collaborating with other departments. .

University Health System, San Antonio, TX **Program Manager**

2018 – 2019

- Assisted Director in defining implementation priorities for various Health System projects to ensure successful attainment of organizational goals and outcomes.
- Manages daily operations of projects as they relate to Healthcare Informatics, collaborates with internal and external departments for purposes of data collection, analysis, project management and implementation.
- Created customized reports based on data analysis and takes part in efforts to improve operational performance, researched, and used industry, state, and national benchmarks.

CGI Federal, San Antonio, TX **Quality Assurance Senior Consultant**

2013 – 2018

- Assisted the Quality Assurance officer by performing quality audits monthly in the various fields related to the Commercial Repayment Center.
- Performed data analytic extractions for reporting utilizing SQL, generated SQL reports on a daily, weekly, monthly, and quarterly basis.
- Performed call monitoring utilizing AQM to confirm members are meeting call center standards monthly, maintained KPI reports for CRC Call Center and CRC Finance Team Performance monthly.
- Performed User Acceptance Testing for various software implementations on contract, confirmed various correspondence types sent were dispositioned correctly with proper adjustments in claims processing and notes made in CAS, HIGLAS, CWF and DCS.
- Provided root cause analysis of Security Incident Violations to the Information System Security Officer with monthly reports to Centers for Medicare and Medicaid.
- Completed a weekly status update to the Quality Assurance Officer to ensure job performance is used efficiently.

Medtronic, San Antonio, TX

2012 – 2013

Diabetes Therapy Associate (DTA)

- The DTA foster's strong relationship with patients, health care providers, insurance companies and sales representatives.
- Provides the Diabetes Consultant direct regional aid to help new members with Diabetes Therapy.
- Support Insulin Pump therapy is need arises from new members. Goals met monthly. Responsible for supporting Insulin Pump therapy of up to \$500,000 monthly.

Lockheed Martin Company, San Antonio, TX

2009 – 2012

Quality Assurance Specialist

- Performed quality assurance review of Compensation and Pension examinations for the Department of the Veterans Affairs (VA).
- Provided case specific physician training and ongoing feedback with physicians. Interface with clients, claimants, and providers daily for case completion.
- Achieved and exceeded goals set for the timeliness and quality of each exam report, supplied quality and timeliness rating for each report reviewed.

EDUCATION

Master's in Business Administration with an emphasis in Data Analytics, University of the Incarnate Word, 2018
Bachelor of Science in Occupational Education with an emphasis in Medical Studies, Wayland Baptist University, 2008
Cyber Cloud Bootcamp, CodeUp Academy, September 2021
Certified ISO 9001:2008 Internal Auditor
Certified Team Lead, 2005
Certified Help Desk Professional, 2004

PROFESSIONAL AFFILIATION

Professional Membership: The University of the Incarnate Word's chapter of The National Society of Leadership and Success (Sigma Alpha Pi)

TECHNICAL SKILLS

Software Packages: Python, MS SQL Server, Hadoop, ML, MS BI, Tableau, SPSS, JIRA, Microsoft Office, Business Objects, Remedy, Crystal Reports, Swiftly Transit, Remix Transit

Operating Systems: Customized Auditing System, E-Process Business Suite, Pharmacy Data Transaction System (PDTS), CHCS, Microsoft Windows, Trapeze FX