

RHEA DHADWAL

ANALYST

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SUMMARY

Analyst specializing in Data Lake database querying using PL/SQL, Power BI dashboard development, and Performance Guarantee (PG) reporting. Skilled in improving data accuracy, automating reports, streamlining workflows, and translating complex data into actionable business insights to enhance operational efficiency. Microsoft Power Platform Fundamentals (PL-900) certified.

PROFESSIONAL EXPERIENCE

Business Analyst I, MedImpact Healthcare Systems

Feb. 2024 - Present

- Data Quality & Accuracy
 - Problem: Vendor survey data contained critical discrepancies, and customer service scorecards had point allocation errors that led to inaccurate reporting metrics and evaluations.
 - Solution: Reconciled inconsistent vendor data sources and aligned dashboard metrics; audited scorecard reporting and recommended corrective process fixes to ensure accurate results.
 - Measured by: Prevention of a \$50K penalty and improved data accuracy across team reporting outputs and evaluations.
- Process Automation
 - Problem: GPS PG data reporting and the tracking of 100+ quarterly PG reports were manual, fragmented, and time-consuming, with limited metrics.
 - Solution: Developed centralized Power BI dashboards with refined SQL logic to automate GPS PG data reporting and streamlined quarterly report tracking through interactive visuals.
 - Measured by: Improved data accuracy and trend insights across GPS PG reporting cycles, and simplified monitoring of 100+ quarterly PG reports with real-time status tracking.
- KPI Monitoring
 - Problem: Salesforce caseload tracking relied on manual reporting process, limiting real-time visibility into team performance KPIs.
 - Solution: Built an interactive Power BI dashboard that automated caseload tracking and surfaced live team performance metrics.
 - Measured by: 75% reduction in manual reporting efforts and enhanced real-time visibility into team KPIs.

Membership Self-Service Experience UX/UI Intern, Kaiser Permanente

Jul. 2022 - Sept. 2022

- Assessed KP Member Connect system workflows by creating relationship tables and process flow diagrams, improving visibility into data dependencies and ensuring data integrity.
- Analyzed 5+ complex SQL parent-child relationship tables and built 3 optimized process tables per set, enhancing data accuracy and reducing query redundancy.
- Partnered with QA team to validate and resolve 50+ application defects utilizing SQL developer, preventing recurring production errors.

SKILLS

Data analysis, process improvement, data visualization, SQL, Python, Power BI, Oracle APEX, Cognos, data validation, process documentation, Microsoft Excel, Salesforce, analytical thinking, attention to detail, problem-solving, communication, adaptability, collaboration, accountability, time management.

EDUCATION

B.S. in Statistics and Data Science

Sept. 2021 - Dec. 2023

University of California, Santa Barbara

- Statistical Machine Learning, Data Science Concepts and Analysis, Regression Analysis, Survival Analysis, Nonparametric Methods, Design and Analysis of Experiments, Python Programming.