

**DOMINIQUE ARZOLA**  
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## PROFESSIONAL SKILLS

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**Data Analysis & Key Performance Indicators:** Excel | Python | SQL | Tableau | Power BI | SSMS

**Enterprise Software:** Microsoft Office | Google Suite | SharePoint | CRM Software (Salesforce, Escapia) | Electronic Medical Records Software (Kantime, MSB School Solutions, Cerner) | SharePoint | Slack | Teams | Skype | Teams | Trello

**Soft Skills:** Detailed Planning & Scheduling Ability | Strong Verbal/Written Communication Skills | Problem-Solving | Team Collaboration | Attention to Detail | Critical Thinking | Presentation Skills | Conflict Resolution

## PROFESSIONAL EXPERIENCE

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**GoldenWolf-Remote**

**July 2023 - October 2023** (*End of Government Contract*)

*Senior Data Analyst*

- Created and maintained data in SSMS for complex data visualizations, assisted with database administration, and provided excellent client support related to access and data management
- Analyzed facility data of 15,000+ sites using predictive modeling approaches to identify any problems or trends and proactively assisted with resolutions, recommendations, or mitigation strategies
- Provided remote data management and manipulation at the request of the Defense Health Agency and internal leadership both ad hoc as well as scheduled in support of relational database usage plus various deliverables

**Texas Kids Home Health Company-San Antonio, TX**

**Sept 2021 - July 2023**

*Clinical Communication Analyst*

- Maintained 100% success rate in attaining financial reimbursement and company revenue through quantitative healthcare data reporting of 450+ appointments
- Monitored KPIs by aggregating quarterly end progress reports to provide data-driven process improvements
- Presented KPIs to stakeholders to certify the necessity of continued services and financial reimbursement including promptly responding to all requests for information
- Partnered and collaborated with a multi-disciplinary team to sustain a cohesive workflow application

**General Assembly-Remote**

**Jan 2023 - April 2023**

*Data Analytics Immersive Apprentice*

- Gained in-depth knowledge of relational databases, statistical analysis packages, predictive modeling including trend analysis, data modeling schemas in addition to data analysis and visualization tools for 5+ projects
- Focused on exploratory, descriptive, and statistical analysis while ensuring highest data quality/integrity while integrating data from both analysis tools with visualization tools using datasets of 3,000,000+ rows
- Worked both individually and collaboratively to apply data analytics best practices to various sized data sets to provide business and financial recommendations

**North East Independent School District-San Antonio, TX**

**Aug 2020 - May 2022**

*Clinical Communication Analyst*

- Adhered to legal compliance per educational law to exceed required standards for each client with 100% accuracy
- Organized and led 200+ compliance meetings with cross-functional stakeholders to ensure implementation of data analysis in decision making process
- Swiftly and efficiently responded to requests for qualitative/quantitative information as requested by client quantitative and qualitative data needed
- Managed caseload of 50+ clients by completing legal documentation, therapeutic intervention, and KPI reports

## EDUCATION

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**General Assembly-Remote**

**Jan 2023 - April 2023**

- Data Analytics Immersive Course Certification

**Texas Tech University Health Sciences Center-Lubbock, TX**

**May 2020**

- Master of Science in Speech-Language Pathology (with Honors, GPA: 3.89/4.0)

**The University of Texas at Austin-Austin, TX**

**May 2017**

- Bachelor of Science in Communication Sciences and Disorders (with Honors, GPA: 3.77/4.0)