JESSICA HAYDEN
REPORTING & DATA ANALYST

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PROFESSIONAL PROFILE

Results-driven Healthcare Data Analyst with 5+ years developing automated reporting solutions using SQL, Python, and data pipelines. Reduced manual processes by 85% through strategic automation. Expert in healthcare data analysis, quality assurance, and translating business needs into scalable technical solutions. Experienced working in Agile environments with strong cross-functional collaboration and stakeholder communication skills.

TECHNICAL SKILLS

Domain Expertise: Healthcare operations, clinical performance metrics, patient engagement analytics, revenue cycle, HIPAA compliance and data privacy

Data Analysis & Integration: SQL Server, Azure Data Studio, healthcare analytics, Excel (advanced functions, pivot tables, VLOOKUP), data modeling, data validation

Programming & Automation: Python (pandas, numpy, openpyxl, pyodbc, matplotlib), Jupyter Notebooks, ETL pipelines, automated reporting workflows, Git, version control

BI & Visualization: Power BI (dashboard design, KPI tracking, data storytelling), Tableau

Project Management & Collaboration: JIRA, BitBucket, Agile methodologies, cross-functional team coordination, requirements gathering, stakeholder communication

EXPERIENCE

Persante Health Care | Dec 2021 – May 2025

Reporting Analyst | Mt. Laurel, NJ

Developed and automated 30+ reporting solutions using SQL Server and Python, reducing manual effort by 85% and improving data delivery across seven departments while maintaining 100% data accuracy.

- **Built automated reporting pipelines using SQL and Python (pandas, pyodbc, openpyxl)** to replace manual Excel processes, scheduling solutions via Windows Task Scheduler to run automatically; collaborated with hospital clients and company stakeholders to ensure accuracy and reliability

- **Rebuilt critical data integration system (COLD feed) after cloud migration,** automating transfer of sleep study clinical data from source databases to hospital EMRs via secure FTP with 100% accuracy

- **Partnered with hospital clients** to diagnose data quality issues through root cause analysis, implementing validation checks and translating technical findings into actionable recommendations for non-technical stakeholders

- **Analyzed patient cancellation patterns across sleep study scheduling data,** identifying insurance denial trends where in-lab studies were rejected but home sleep tests were approved, enabling leadership to adjust referral strategies and improve completion rates

- **Analyzed patient flow metrics involving completion rates, no-show patterns, and scheduling delays** to identify operational bottlenecks, providing data-backed recommendations that improved multiple hospital locations

- **Initiated and led physician data deduplication project,** identifying and resolving duplicate physician IDs caused by misspellings, location changes, and system errors that prevented patients from appearing in provider queues, restoring accurate patient-provider matching

Burlington Stores | Mar 2020 – Dec 2021

Order Specialist | Burlington, NJ (100% remote)

Processed and validated purchase orders for new merchandise through ServiceNow, using advanced Excel techniques (VLOOKUP, pivot tables) to manage, analyze and ensure accuracy of order data.

InsPro Technologies | May 2014 – May 2019

Operations Analyst | Eddystone, PA
Coordinated system and testing for insurance administration software across multiple client implementations, validating data integrity and system functionality.

- **Produced error tracking reports using root cause analysis** to support QA and configuration teams, improving system implementation accuracy

- **Analyzed financial data discrepancies** in daily and weekly general ledger and claims extracts, partnering with stakeholders to resolve issues and maintain data reliability

- **Collaborated with development teams using Agile methodologies and JIRA** to track defects, prioritize issue resolution, and coordinate release deployments

- **Maintained validation procedures** and SOP documentation to standardize client implementation processes

- **Conducted comparative release analyses** and ad hoc configuration updates to ensure deployment accuracy

Shining Lights Early Childhood Center | September 2009 – May 2014

Bookkeeper | Cherry Hill, NJ

- Created and maintained monthly financial Excel reports for profit/loss margin analysis, delivering insights that supported business decision-making
- Analyzed financial data and AR trends to provide actionable recommendations to leadership

PROJECTS

HIPAA De-Identification Pipeline | PostgreSQL, Python, Faker, Streamlit | 2026

- Designed a HIPAA Safe Harbor de-identification pipeline implementing masking, redaction, and tokenization across normalized PostgreSQL tables with role-based access control preventing PHI/PII exposure
- Built a Streamlit application automating PHI/PII detection, compliance scoring (0-100), and multi-mode de-identification engine for healthcare data privacy

EDUCATION & CERTIFICATIONS

Associates of Science in Business Administration | Camden County College

SQL (Basic) Certificate | HackerRank (2026)

Microsoft Professional Program Certificate in Data Science | Microsoft (2019)