

**SUMMARY OF EXPERIENCE**

**STATISTICAL PROGRAMMER & ANALYST –HEALTHCARE, EDUCATION, GOVERNMENT**

SAS Database Programmer, report writer, and statistical analyst. Experience in healthcare, financial and educational reporting using SAS, SPSS, and a variety of other programming languages.

<u>TECHNICAL ROLES</u>	<u>SOFTWARE</u>	<u>SQL TOOLS</u>	<u>HARDWARE</u>	<u>LANGUAGES</u>
<ul style="list-style-type: none"> <li>▪ PROJECT MANAGEMENT</li> <li>▪ REPORT WRITING</li> <li>▪ PROGRAMMING</li> <li>▪ STATISTICAL ANALYSIS &amp; MODELING</li> <li>▪ MARKET RESEARCH &amp; DATABASE MARKETING</li> <li>▪ TEACHING AND TRAINING</li> </ul>	<ul style="list-style-type: none"> <li>▪ SAS</li> <li>▪ SPSS</li> <li>▪ EXCEL</li> <li>▪ DATATEL</li> <li>▪ POISE</li> </ul>	<ul style="list-style-type: none"> <li>▪ SQL</li> </ul>	<ul style="list-style-type: none"> <li>▪ IBM 3090</li> <li>▪ VAX 8550</li> <li>▪ IBM PC</li> </ul>	<ul style="list-style-type: none"> <li>▪ SAS</li> <li>▪ SQL</li> <li>▪ FORTRAN</li> <li>▪ COBOL</li> <li>▪ C</li> </ul>
		<u>DATABASES</u> <ul style="list-style-type: none"> <li>▪ INGRES</li> <li>▪ ACCESS</li> <li>▪ UNIDATA</li> </ul>	<u>ENVIRONMENTS</u> <ul style="list-style-type: none"> <li>▪ Windows</li> <li>▪ MVS/TSO, VPS</li> <li>▪ Unidata Unix</li> <li>▪ Unix</li> <li>▪ VAX VMS</li> </ul>	

**APPLICATION SOFTWARE EXPERIENCE**

<b>SAS</b>	<b>DATACORP, SMITHFIELD, RI</b> JUL - SEP 2010 <ul style="list-style-type: none"> <li>• SAS Programming for multistate drug intervention programs</li> </ul>
<b>SPSS</b>	<b>BUREAU OF NATIONAL AFFAIRS, ARLINGTON, VA</b> FEB - MAY 2008, DEC. 2008 – JAN. 2009, DEC. 2009 – MAR 2010, FEB –MAR 2011 <ul style="list-style-type: none"> <li>• SPSS programming and analysis of annual national survey of corporate HR departments</li> </ul>
<b>SAS</b>	<b>MASSPRO, WALTHAM</b> JUL-SEP 2001, JAN-FEB 2007 <ul style="list-style-type: none"> <li>• SAS Programming and analysis of hospital claims for utilization and cost</li> </ul>
<b>SAS, SPSS</b>	<b>TUFTS, WATERTOWN</b> Nov 2005-OCT 2006 <ul style="list-style-type: none"> <li>• SAS and SPSS programming and analysis of medical and pharmacy claims for utilization and cost</li> </ul>
<b>SAS</b>	<b>INTEGRATED HEALTHCARE INFORMATION SYSTEMS, WALTHAM</b>

	<p>AUG 2003-JAN 2004, NOV-DEC 2004</p> <ul style="list-style-type: none"> <li>• SAS programming and analysis of insurance claims costs and utilization</li> </ul>
<b>SAS</b>	<p><b>New England Research Institute, Watertown</b></p> <p>MAR-JUN 2004</p> <ul style="list-style-type: none"> <li>• SAS programming for Aortic Abdominal Aneurysm graft clinical trial study</li> </ul>
<b>SAS</b>	<p><b>Bunker Hill Community College, Boston, Massachusetts</b></p> <p>1998-2001</p> <p><i>DIRECTOR OF INSTITUTIONAL RESEARCH AND ASSESSMENT</i> Responsible for the collection, analysis and reporting of research data to improve college educational programs and increase student enrollment.</p> <ul style="list-style-type: none"> <li>• Assessed student learning and job placement.</li> <li>• Advised on improving College programs based on interpretation of institutional data.</li> <li>• Designed surveys to determine student, staffing and local business needs.</li> <li>• Produced reports of College statistical information for government and private companies.</li> </ul>
<b>SAS</b>	<p><b>Marketing Models, Boston, Massachusetts</b></p> <p>1995-98</p> <p><i>DIRECTOR OF OPERATIONS AND RESEARCH</i> Directed database preparation, analysis, segmentation and statistical modeling to support financial and retail client direct marketing programs. Computer systems administrator for company.</p> <ul style="list-style-type: none"> <li>• Managed day-to-day operations of office including staff of market analysts and student interns.</li> <li>• Company's computer systems administrator (PC LAN and IBM mainframe).</li> <li>• SAS Programming for database creation and statistical modeling for insurance, banking and retail clients</li> <li>• Developed statistical models to improve client response and sales using multivariate regression techniques.</li> <li>• Formed profiles of customers and ranked prospects for target marketing. --resulting in cost savings of up to \$500,000 per solicitation.</li> </ul>
<b>SAS</b>	<p><b>Market Strategy, BlueCross BlueShield, Boston, Massachusetts</b></p> <p>1993-95</p> <p><i>SENIOR MARKET RESEARCH CONSULTANT</i> Responsible for generating and analyzing information on competitors and customers to drive market share and profitability of company.</p> <ul style="list-style-type: none"> <li>• Managed account, member and provider satisfaction studies at Blue Cross</li> </ul>

	<p>---resulting in 20 point improved physician and 10 point improved member satisfaction</p> <ul style="list-style-type: none"> <li>• Analyzed health care market and customer satisfaction using SAS regression, correlation and crosstab procedures</li> <li>• Designed market research studies of health plan enrollment and disenrollment choices and reasons, resulting in plan improvements, enhanced advertising message and increased enrollment.</li> <li>• Achieved market results by providing consultation in targeting markets.</li> <li>• Developed systems to track customer behavior.</li> </ul>
	<p><b>Bay Community College, Wellesley, Massachusetts.</b> Office of the Provost</p> <p>1991-93</p> <p>Director for Research and Planning</p>
	<p><b>Massachusetts Department of Education</b> Office of Planning, Research, and Evaluation</p> <p>1987-91</p> <p>Coordinator for Data Analysis</p>
	<p><b>Newton Public Schools, Newton, Massachusetts.</b> Office of Operations and Planning</p> <p>1981-87</p> <p>Research Coordinator</p>
	<p><b>Brookline Early Education Project, Brookline, Massachusetts</b></p> <p>1976-81</p> <p>Research Associate</p>

## EDUCATION

A.B.D. Program in Applied Social Sciences, Boston University

M.S. Education, City University of New York

B.A. History, City College of New York

## CERTIFICATIONS AND TRAINING

HIAA Certificate of Completion -Group Life & Health Insurance Program