



Berto J. Rico

Katy, TX

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Objective

Results-driven data analytics and engineering leader with over 15 years of experience in quality improvement and data management within the healthcare sector. Proficient in Power BI and data visualization, seeking to leverage extensive expertise in Power BI, data architecture, and team leadership to drive impactful data-driven decisions in a challenging remote role.

Certifications: Microsoft Certified PowerBI Data Analyst, Snowflake Data Warehouse, Snowflake Data Sharing, Snowflake Data Applications, Snowflake Data Lake, Snowflake Data Engineering, Certified Scrum Product Owner

Professional Experience

Director, Clinical Analytics

Baylor Scott & White Health, Temple, TX

February 2021 – Present

- **Power BI Leadership:** Spearheaded the development and deployment of Power BI dashboards, enhancing data visualization and accessibility for stakeholders across the organization.
 - **Team Management:** Lead a team of 1 Manager, 7 Developers, 1 Business Analyst, and 1 Project Manager to deliver comprehensive quality of care reporting.
 - **Data Architecture:** Designed and implemented a robust data architecture that improved reporting turnaround times by 30% and ensured data integrity.
 - **Data Migration:** Directed the migration from Microsoft SQL Server to IBM DB2 Data Warehouse, enhancing reporting capabilities and performance.
 - **Process Improvement:** Developed data validation scripts and Change Management SOPs, reducing production script errors by 25% and improving overall data quality.
 - **Virtualization Solutions:** Implemented Windows Virtual Desktop, increasing team productivity by 20% while reducing operational costs.
 - **Regulatory Compliance:** Successfully completed annual regulatory audits, maintaining accreditation and ensuring compliance with industry standards.
 - **Key Achievements:**
 - Increased reporting efficiency by integrating Power BI with existing data sources, resulting in a 40% reduction in report generation time.
 - Enhanced data visualization techniques in Power BI, leading to improved decision-making processes for clinical teams.
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Data Subject Matter Expert

OptumInsight (Division of UnitedHealth Group), Minneapolis, MN

August 2016 – February 2021

- **Power BI Reporting:** Developed and maintained Power BI reports and dashboards for internal and external clients, ensuring accurate and insightful data presentation.
- **Data Quality Assurance:** Created data validation and quality assurance scripts, enhancing the reliability of client reports and accreditation audits.
- **Process Automation:** Automated manual data ingestion and analytic processes using shell scripts, increasing efficiency by 35%.

- **Client Consultation:** Acted as the primary consultant for clients on analytic engine capabilities, Power BI functionalities, and data integrity.
- **Documentation:** Authored comprehensive user guides and documentation to streamline onboarding and process consistency.
- **Key Achievements:**
- Led the transition to Power BI for multiple client projects, resulting in enhanced data visualization and user engagement.
- Improved measure accuracy and client portal functionality through close collaboration with development teams.

Regional Supervisor of Clinic Operations

OptumCare (Division of UnitedHealth Group), Minneapolis, MN

November 2014 – August 2016

- Managed operations for 2 medical centers and trained staff for an additional 4 centers.
- Directed the migration of reporting and Electronic Health Record (EHR) systems, integrating Power BI for enhanced data reporting.
- Oversaw Profit and Loss statements, budget management, and resolved reporting discrepancies.
- Implemented quality-of-care initiatives to improve CMS Star Ratings through effective data analysis and reporting.

Additional Experience

- *Roles at SBD Billing and Preferred Care Partners Medical Group spanning 2007 – 2014, focusing on data analysis, reporting, and operations management.*

Education

Barry University

BS in Information Technology, Software Engineering | Magna Cum Laude

Miami, FL — Fall 2018

Skills

- **Data Visualization & BI Tools:** Power BI, Alteryx Designer, SSMS, SSIS
- **Programming & Scripting:** SQL, Python, R, Shell Scripting, HTML, CSS, Javascript
- **Data Architecture:** Database Design, Data Warehousing, Azure, Microsoft SQL Server
- **Project Management:** Agile/Scrum, Microsoft Project, Change Management
- **Software Proficiency:** Microsoft Excel, PowerPoint, Word, Outlook, Visio, Visual Studio
- **Other Skills:** Data Validation, Quality Assurance, Process Automation, Team Leadership

Awards and Honors

- **Magna Cum Laude**, Barry University – Dec. 2018
- **Sigma Alpha Pi**, National Society of Leadership and Success – May 2018

References available upon request