ALYSSA SHYE

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PROFESSIONAL SUMMARY

Data analyst with a Master's in Data Analytics and 1 year of experience analyzing cataract surgery data. Skilled in clinical data cleaning, analysis, and reporting, with hands-on experience identifying trends and communicating findings. Proficient in Python, SQL, Excel, Tableau, and predictive modeling.

TECHNICAL SKILLS

Analytics & Programming: Python (Pandas, NumPy), SQL, PostgreSQL, Excel, data cleaning, validation, exploratory analysis
Modeling & Statistics: Scikit-learn, Statsmodels, regression, classification, hypothesis testing, PCA, predictive modeling
Visualization & Tools: Tableau, Matplotlib, Jupyter Notebook, Git/GitLab, MLflow, DVC, Epic EMR, MongoDB

PROFESSIONAL EXPERIENCE

Endeavor Health | Ophthalmic Technician Sep 2025 - Present

- Collect, verify, and document patient and diagnostic data in Epic EMR, maintaining accurate, HIPAA-compliant records across busy ophthalmology clinics.
- Review OCT, visual field, and other test results for completeness; flag irregular or missing information to physicians to support timely clinical decisions.
- Collaborate with physicians and clinic teams across locations to coordinate patient workflows and improve the reliability of clinical documentation.

Arlington Eye Physicians | Surgical Outcomes & Data Analyst Jul 2024 - Sep 2025

- Analyzed cataract surgery and postoperative outcomes, including visual acuity, refractive results, and complications, to identify performance patterns for physician review.
- Extracted, cleaned, and standardized clinical records; resolved missing, duplicate, and inconsistent entries before analysis and reporting.
- Created and maintained Excel reports, trackers, and visual summaries to compare surgical outcomes and monitor trends over time.
- Translated findings into accessible summaries for physicians and worked with clinical staff to clarify reporting needs and improve data collection consistency.

Arlington Eye Physicians | Ophthalmic Technician Jul 2024 - Sep 2025

- Performed ophthalmic patient workups, diagnostic imaging, and visual acuity testing to support evaluations and surgical follow-up.
- Recorded examination findings and maintained accurate clinical documentation for physician review.

Arlington Eye Physicians | Ophthalmic Receptionist Sep 2023 - Jul 2024

- Maintained accurate scheduling, insurance, and medical records while coordinating patient communication and supporting front-desk operations.

SELECTED ANALYTICS PROJECTS

Medical Insurance Cost Prediction | Python, Pandas, Scikit-learn

- Developed a multiple linear regression model using 1,338 insurance records and an 80/20 train-test split; achieved test R^2 of 0.807 and identified smoking status as a major cost predictor.

Customer Churn Analysis | Tableau

- Built an interactive dashboard examining customer retention patterns and segments, translating data into visual insights relevant to business decision-making.

Predictive Classification & Analytics | Python, Scikit-learn

- Trained and assessed classification models, achieving approximately 92% accuracy in graduate coursework; used evaluation metrics to communicate model performance.

EDUCATION & CREDENTIALS

Western Governors University | M.S., Data Analytics Oct 2026

WGU credentials: Data Science Professional Specialization; Data Operations Certificate; Data Analytics Professional Certificate

DePaul University | B.S., Health Sciences (Public Health) June 2024