DOMINIQUE STRONG

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SUMMARY

Analytics professional with **7+** years of experience in healthcare and membership organizations, delivering insights that drive retention, optimize operations, and safeguard revenue. Proficient in SQL, Tableau, Power BI, Python, and Excel. Experienced in predictive modeling, including a hybrid Python forecast model (OLS + XGBoost) that achieved **~98%** accuracy to inform retention strategies. Proven record of uncovering process inefficiencies that protected **$3M+** in revenue, improved decision-making, and enhanced member experience.

EXPERIENCE

Principal & Senior Business Analyst | Membership & Sales Analytics

AAA Northern California, Nevada & Utah — Aug 2022 – Present

- Prevented an estimated **$2.2M** in annual revenue loss by identifying and mitigating a membership process issue affecting **77K+** accounts; partnered with leadership to implement corrective actions that protected retention and improved member experience.
- Developed an advanced churn forecasting model in Python (OLS + XGBoost hybrid) that achieved **~98%** annual accuracy and reduced forecast error by **20%** compared to prior forecasts, enabling more reliable retention planning.
- Uncovered and corrected a payment vendor transition defect impacting **45K+** accounts, avoiding **$1.1M** in potential annual revenue loss and preserving billing accuracy, retention, and customer trust.
- Managed the design and deployment of **20+** Tableau dashboards serving **40+** stakeholders, streamlining reporting, and improving visibility into membership, revenue, and operational performance.
- Led training sessions for junior analysts on Tableau, SQL, and analytical methodologies, enhancing team capability and accelerating executive reporting.

Senior & Business Process Analyst | Operations Risk Management & Facilities Analytics

Kaiser Permanente — May 2018 – Aug 2022

- Prevented **$100K+** in fraud, waste, and abuse by using statistical analysis to detect anomalies in construction project costs and employee corporate credit card transactions.
- Leveraged building survey data collected by engineers to uncover ADA non-compliance in medical facilities, driving upgrades that mitigated risks of injury, lawsuits, and regulatory exposure.
- Delivered risk insights to leadership, influencing regulatory compliance and operational policy changes.
- Created Tableau KPI reports on utility usage for **700+** medical offices and **79** hospitals, uncovering hidden water leaks that prevented recurring cost overruns and ensuring UST backup power systems remained compliant and operational to safeguard member safety during outages.
- Produced data visualizations, process maps, and business documentation to support analytics and improvement projects.

EDUCATION

- M.S. Applied Business Analytics (In Progress), Boston University MET (Expected 2026)
- B.S. Industrial Engineering, Minor in Math, CSU East Bay (Cum Laude)

TECHNICAL SKILLS

- Data Analytics & Visualization: Tableau, Power BI, Excel, Google Sheets, Visio
- Programming & Querying: Advanced SQL (Big Query, SQL Server, SQLite), Python (NumPy pandas, regression modelling)
- Statistical Methods: Forecast modeling, A/B testing, regression analysis
- Business Tools: PowerPoint (executive-level storytelling), process improvement (Lean Six Sigma)