Dominick Sorise

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Education

Stony Brook University

Master of Science
Applied Health Informatics

Bachelor of Science
Health Sciences

Skills

Microsoft Office (Excel, Word, Access)
Tableau
Tableau Prep
SQL, VBA, & Python Languages
SSRS/SSIS

Projects

Sorise Digital Services
Created a ticketing system website for Little Neck Nursing Care's Environmental Services department – Python, Flask, GCP, Big Query

Independence Blue Cross
COVID Reporting – SQL, SSIS

Member Experience Dashboard – SQL, Tableau/ Tableau Server

Operational Reporting – SQL, SSIS, SSRS, Tableau/ Tableau Server

Member Service Call Logs Database – SQL, MS Access

Experience

Independence Blue Cross   *Sept-2019 – Present*
Lead Research Analyst
- Delegated and managed the distribution of key reports, ensuring timely and accurate delivery while maintaining high standards of data integrity.
- Collaborated with business partners to swiftly address urgent requests, streamlining processes and enhancing communication for critical projects.
- Created multiple operations master census data sets with all member demographics, claim occurrences, call interactions, QA surveys, member appeals, & PMPM costs for robust member and performance guarantee reporting.
- Stood up multiple Python automations & Tkinter desktop/GUI applications for tasks including but no limited to:
  - ETL (SQLServer to GCP and vice versa)
  - Input of manual performance guarantees and client tracking
  - Escheatment tracking for check and member information

Senior Research Analyst
- Revised the Tableau Call Center QA Dashboard to be more user friendly and have more robust data points – this report is utilized in supervisor coaching and evaluating agent's performance.
- Created multiple instructional documents for the GCP conversion that was used across departments on how to re-configure ODBC connections, export data, initial set up of the GCP editor, and more.
- Developed an interview packet to effectively evaluate applicants and hire a new candidate.
- Completed Independence's Building Blocks Management Readiness Program. This program provides extensive value as it is a 6 month course on all things management from internally managing yourself to externally managing a team of others.
- Worked with multiple business partners from but not limited to Contact Center, Sales, Accounts Receivable, Disbursements to deliver time & information sensitive reporting to/for clients. This includes but is not limited to Escheatment, Split Accounts, & Claims reporting,

Research Analyst
- Strategized and executed the successful automation of A/R, Claims, Customer Facing, Finance, Operations, and Sales reports. Saving 30 minutes of labor per report weekly.
- Developed 7 data sources to help monitor payments, delinquencies, and deferrals in response to COVID-19.
- Validated, re-purposed, and developed Tableau dashboards for Billing, Claims, Customer Service, Member Portal, Member Experience, Membership, and Operations.
- Reviewed and re-strategized Customer Service Performance Guarantee metrics to provide more precise results which resulted in meeting a 90% FCR goal.

Stony Brook World Trade Center Health Program   *Jan-2019 – Aug-2019*
Clinical Informatics Analyst Intern
- Collaborated with multiple departments on healthcare informatics projects.
- Developed large Microsoft Access databases with front-end usability.
- Worked with SQL, VBA, and Macro expressions.

Port Jefferson Emergency Medical Services (PJEMS)   *Jan-2017 – Jun-2018*
Emergency Medical Technician