Dominick Sorise

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Professional Summary

Data and analytics professional with 8+ years of experience building scalable analytics systems, automated reporting pipelines, and enterprise executive-level dashboards. Skilled in SQL, Python, and Tableau with experience deploying cloud-based solutions on Google Cloud Platform. Proven ability of partnering with stakeholders to design scalable and efficient analytics infrastructure, automate manual processes, and deliver insights across operations, customer service, and executive leadership to drive strategic decisions and optimize outcomes.

Technical Skills

Data & Analytics – *Advanced Excel, Tableau, Tableau Prep, SSRS, SSIS, SQL, & Python*
Data Platforms & Cloud – *Google Cloud Platform, BigQuery, SQL Server, & ETL Development*
Tools & Systems – *MS Access, VBA, ODBC Configuration, Data Automation, Reporting Architecture*

Professional Experience

Sorise Digital Solutions ***Jan-2025 – Present***

- Designed and deployed a web-based maintenance ticketing platform for a nursing care facility. Built backend architecture using Python (Flask) and Google Cloud BigQuery with image storage integration. Implemented structured ticket tracking, automated reporting, and scalable architecture capable of supporting multiple facilities.

Independence Blue Cross ***Sept-2019 – Present***

Lead Research Analyst

- Led distribution and quality assurance of 30+ operational and client facing reports, coordinating reporting workflows across analysts and ensuring accurate delivery to internal and external stakeholders.
- Designed enterprise member census datasets integrating demographics, claims, call interactions, QA surveys, appeals, and PMPM cost data used to support performance guarantee reporting and client consultation analytics.
- Built Python automation tools and desktop applications to streamline workflows including ETL processes, performance guarantee tracking, and escheatment monitoring.
- Sat on a board of AI Champions helping to facilitate 5 pointed workflow improvements for adjudication and customer service processes.

Senior Research Analyst

- Redesigned the Tableau Call Center QA dashboard used by supervisors to evaluate agent performance and coach staff, improving usability and reporting.
- Led documentation and training during the Google Cloud migration, creating technical guides for ODBC setup, data export processes, and GCP editor configuration used across departments.
- Developed structured interview evaluation framework to support team hiring.
- Completed Independence Blue Cross Management Readiness Program, a 6-month leadership development course focused on team management, strategic decision making, and organizational leadership.

Research Analyst

- Automated 25+ recurring operational reports across claims, A/R, finance, customer service, and operations, reducing manual reporting time by 20+ hours per month.
- Developed 7 new monitoring datasets during COVID-19 to track payment deferrals, delinquencies, and member impacts.
- Reviewed and re-strategized Customer Service Performance Guarantee metrics to provide more precise results which resulted in meeting a 90% FCR goal.

Early Experience

Stony Brook World Trade Center Health Program - *Clinical Informatics Analyst Intern*
Port Jefferson Emergency Medical Services (PJEMS) - *Emergency Medical Technician*

Education - *Stony Brook University*

Master of Science - Applied Health Informatics
Bachelor of Science - Health Sciences