

AHMAD T. STEVENS

Data Analyst & BI Developer

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Data analyst with 4+ years of experience turning complex benefits, enrollment, and healthcare datasets into actionable insights. Proven track record preventing **\$500K+** in billing errors, improving SQL query performance by **40%**, and reducing production defects. Skilled in **Python, SQL, Power BI, and Tableau**, with hands-on AI-driven analytics experience through externships in People Analytics (Amazon) and Healthcare Data Analytics (Extern.com).

EXPERIENCE

Data Analyst / Software Developer · Voya Financial

Nov 2021 – Present

- ▶ Prevented \$500K+ in potential billing errors by resolving duplicated roles, incorrect coverage multipliers, and effective-date mismatches in Benefitfocus enrollment records
- ▶ Built and optimized complex SQL queries (CTEs, window functions, multi-table joins), improving query performance by 40% and cutting reporting turnaround from hours to minutes
- ▶ Developed reusable SQL validation scripts that saved 10-15 analyst hours per week and reduced repeat production issues by 35% quarter-over-quarter
- ▶ Supported open enrollment cycles impacting 20K-30K members, reducing post-enrollment defects by 40% through proactive data validation

Extern - Healthcare Data Analytics · Extern.com

Mar. 2026 – May 2026 · Remote

- ▶ Conducted exploratory data analysis (EDA) on population-level healthcare datasets, identifying trends and correlations across infection rates and social determinants of health
- ▶ Built interactive Power BI dashboards to visualize infection trends and communicate findings to support data-driven decision-making
- ▶ Applied AI tools (Claude, ChatGPT) to refine research questions and generate analytical insights from health outcomes data

Extern - Operational Strategy & People Analytics · Amazon Inc.

Feb. 2026 – Mar. 2026 · Remote

- ▶ Performed sentiment analysis on Glassdoor reviews and YouTube transcripts across 7 FC worker segments using Python (Pandas, TextBlob, Matplotlib)
- ▶ Delivered a full pitch deck and executive recommendation to stakeholders, including a 6-week pilot plan requiring zero new technology

Epic Data Analyst · Boston Medical Center

Oct 2020 – Mar 2021

- ▶ Resolved 400+ medical claim denials (prior authorization gaps, duplicate services, telemedicine) and supported 200+ patients via Epic EHR system

SKILLS

Languages & Databases: SQL (CTEs, window functions, multi-table joins), Python (Pandas, NumPy, TextBlob, Matplotlib), R

Tools & Platforms: Power BI, Tableau, Excel, Jupyter Notebook, Google Colab, Git, Benefitfocus, Epic EHR

Competencies: Data Analysis, ETL Development, Sentiment Analysis, Root-Cause Analysis, Benefits Enrollment, Regulatory Compliance

AI & Emerging: Claude AI, ChatGPT, AI-assisted analytics and documentation

EDUCATION & CERTIFICATIONS

Certificate in Advanced Graduate Studies (CAGS) — Data Science — Northwestern University	Expected Jun 2027
MBA — Healthcare Management — South Carolina State University	2022
B.S. — Health Education Services, Minor: Business Administration — South Carolina State University	2020
Tableau Data Analytics Certificate — Emory University	2021