**Tzu-Hui (Suzie) Liu**

**Business Systems Analyst/Data Analyst**

Proven track record of resolving complex business problems with technology. Extensive experience supporting business solution software, analyzing data and business operations, making data informed decisions, and programming & design. Able to work cross-functionally with IT and business operations on complex technical projects to deliver each one on time while under budget. Certified by the National Healthcare Association in Electronic Health Records Specialist (CEHRS).

**Areas of Expertise**

Agile development/SCRUM | Rally | JIRA | Software Development Lifecycle (SDLC) | ServiceNow | API | SQL Server | PostgreSQL | SQL | Tableau |MS-Access | MS-Visio | ODBC | ADO | VB/VBA/VB.Net | VBScript | Macros | XML | ASP/ASP.Net | JAVA | JavaScript | Visual C++ | MFC | C/C++ | SAS | Oracle Designer/Developer | UNIX Shell Script | HL7 | IBM Tivoli | MS-Office Suite (Word, Excel, PowerPoint, Outlook)

**Professional Experience**

**UnitedHealth Group,** Optum, Telecommute **6/2022 – 4/2023**

**Business Systems Analyst**

* Worked as a part of scrum team in an agile methodology with sprint cycles, daily standups and story implementation, large cross functional project, and support teams.
* Created user story of backlog items in agile and develop item according to business needs.
* Conduced user acceptance testing (UAT) to ensure the developed systems satisfied as specified in the functional requirements.
* Leveraged ServiceNow working with different modules such as Incident Management, Service Catalog, Problem Management, Change Management.
* Created flowchart diagrams using MS Visio to visualize and demonstrate the workflow of applications.
* Diagnosed process improvement opportunities and developed solutions.
* Developed and generated specialized reports in the form of SQL queries for client data.
* Provided operational solution support. Such as create Service Request tickets on WEX Health Cloud, and Service Now ticket manage workflows and operations.

**State of New Jersey,** Trenton, NJ **6/2019 – 2/2022**

**Health Data Specialist/Business Systems Consultant**

* Created systems models, specifications, and diagrams to provide direction to system developers.
* Developed the UAT test cases and executed them with project flow.
* Communicated system users’ business requirements by constructing easy to understand data and process models.
* Worked with users and the development team to propose and develop technical solutions and create system specifications to business challenges.
* Provided technical assistance for county and state level users, including troubleshooting, training, and onboarding for new staff, and obtain report and reporting system bugs to programmer.
* Part of scrum team, developed, tested, and implemented new components of user stories of Case Management Referral System.
* Used SQL and Visual Basic to generate data, data management, analysis and administers SCHS (Special Child Health Service) Case Management Referral System.
* Used PostgreSQL to pull SCHS case management data from backend database; compiled and tracked data to generate reports for budget planning and New Jersey MCH Block Grant (Maternal and Child Health Services Title V Block Grant).
* Performed data profiling by using SQL on SCHS Case Management data for NJ MCH Block Grant.
* Provided technical team support for SDLC Data Warehouse.

**Advertising Specialty Institute (ASI),** Trevose, PA **5/2018 – 6/2018**

**Marketing Data Analyst**

* Oversaw Quality Assurance of new internal reports to ensure consistency in logic and accuracy of metrics. Supported ad-hoc analysis
* Manage monthly print and digital fulfillment process for ASI publications to ensure quality.

**State of New Jersey Department of Health,** Trenton, NJ **2/2015 – 4/2018**

**Health Data Specialist/Business Systems Consultant**

* Gather user requirements, designed, and implemented outbreak management module and MS-Access application system. Used SQL, Macro, VBScript and Visual Basic to generate outbreak weekly reports for data analysis.
* Performed data profiling and data quality review of weekly outbreak data.
* Created specifications and documentation for new transformations of loading a data warehouse.
* Developed data mapping from various sets of data and transform them.
* Provided technical assistance for Communicable Disease Reporting and Surveillance System.
* Collaborated, created, and documented future state business processes and workflows for developers. Also include conducted gap analysis between current and future project initiatives.
* Worked with users and the development team to propose and develop technical solutions and created system specification documents to business challenges.
* Assisted with integration of Outbreak Management System with New Jersey Communicable Disease Reporting and Surveillance System.
* Spearhead CDC “Enhanced State Opioid Overdose Surveillance” Project. Analyze data sets from various applications with SAS (SAS Proc SQL) and Excel. Examine overdose indicators and evaluate sensitivity of discharge diagnosis codes. Identify classifiers that most clearly match CDC overdose surveillance definition.
* Collaborated with NJDOH Healthcare Associated Infection team to design infection practice and capability survey for all state licensed healthcare facilities using NJDOH Emergency Preparedness and Response.
* Worked in tandem with epidemiologists to upgrade and technical assistance for Outbreak Management System.

**Additional Work Experience**

**Mobile Technologies L.L.C.,** Pittsburgh, PA

**System Software Engineer**

**Chun Yuan University,** Chung-Li, Taiwan

**System Software Engineer/Instructor**

**Central Weather Bureau**, Taipei, Taiwan

**System Software Engineer/Database Administrator**

**Education and Training**

**Master of Management Information Systems,** Auburn University, Auburn, Alabama

**Bachelor of Science in Business Administration Management of Information Systems,** University of West Florida, Pensacola, Florida

**Coursework, Computer Science, 20 Credits – Software Engineering,** University of West Florida, Pensacola, Florida

**Electronic Health Records & Practice Management & Medical Reimbursement/Coding Specialist**

**Healthcare Information Technology (HIT),** Bucks County Community College, Newtown, Pennsylvania

**HL7 Training Programs – HL7 Standards V2, V3, CDA & FHIR** , Health Level Seven International

**LinkedIn Learning** – Power BI Essential, SQL Essential, Data Visualization for Data Analysis and Analytics, Agile Project Management, Scrum: Advanced, DevOps Foundations, AWS for Developers: DynamoDB, Introduction to MongoDB, NoSQL Essential Training, ServiceNow: Basic Administration, Lean Six Sigma Foundations, SAP ERP Essential Training.