

# DENZEL MCKNABB

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## OBJECTIVE

To secure a challenging and responsible academic position that will utilize my education, experience and skills and allow me an opportunity for growth and development.

## EXPERIENCE

### Assistant Vice President, Senior Data Technology Analyst

*Bank of America*

Charlotte, North Carolina

Responsible for managing Global Retention Schedule in accordance with the European Union General Data Protection Regulation for the United States and International entities in order to ensure all bank records meet privacy needs for personal information and how it used, retained, and destroyed. Accountable for refreshing schedule twice per year with updated citations to drive retention time periods. Lead technology impact analysis to analyze effects of updates applied to the retention schedule in relation to impacted applications, application managers, and cost of maintaining physical and digital records globally.

- Manage the global retention schedule for all digital and physical records to meet privacy needs and ensure the schedule is compliant with all regulatory requirements and operational requirements are met across all downstream front line units.
- Lead change management process improvements through Microsoft Visio.
- Coordinate with Iron Mountain external consultants and internal legal representatives to review citations for retention requirements
- Utilized data lineage and data management practices to perform technology analysis on correlation of retention period changes, with cost, application system utilization rates, and impacted application managers, records coordinators, and downstream business units.
- Lead monthly retention schedule change request approvers meeting with Tech executives and internal legal representatives.
- Member of Enterprise Data Management Group kickball team.

### Senior Business Intelligence Analyst

April 2017 - present

*Charter Communications/ Spectrum*

Charlotte, North Carolina

Accountable for providing expert oversight and facilitation of formal processes within the Business Intelligence Governance Team and cross-functionally to ensure that BI reporting best reflects business objectives and best practices. Utilize Teradata and Agile practices to facilitate Business Request Forms (BRF) on a daily basis. Responsible for keeping BI Key Operating Metrics (KOM) evergreen.

- Project manage the Key Operating Metric documentation process, which serve as the company's single source of truth for technical reporting on voice, cable, and internet data
- Analyze Business Request Forms and approve new project initiatives and innovations for all BI vertical teams including marketing, enterprise, sales, reporting, field operations, customer operations, supply chain, and product.
- Apply agile methodologies utilizing JIRA for management of the BRF approval process
- Coach 3 contractors on BRF process and practices
- Utilize DBeaver to perform SQL scripting to extract granular BRF data.

### Data Analyst I

July 2016 - February 2017 (No Longer in Business)

*TriCenturion*

Columbia, South Carolina

Responsible for conducting data analysis for the company's Medicare and Medicaid fraud Investigators using software programming methodologies and statistical analysis software. Work directly with Certified Fraud Examiners and leadership team to identify trends in data resulting from suppliers billing Durable Medical Equipment to beneficiaries in the contracted jurisdiction locations. Utilize SAS, RAT-STATS, and R software, to populate and format data from sample programs, into meaningful information provided from the Centers of Medicare and Medicaid database.

- Responsible for completing ad-hoc requests for Medicare claims by using the Central Limit Theorem and Minimum Sum to finalize statistical samples, provider profiles, and overpayments.
- Utilize RAT-STATS, and R software, to populate and format data from sample programs, into meaningful information provided from the Centers of Medicare and Medicaid database.
- Manage and conduct company trainings on how to utilize data effectively in order to optimize performance for investigation

outcomes.

### **Data Analyst**

June 2015-July 2016 (Completion of Degree)

*UCI Medical Affiliates, Inc./ Doctors Care*  
Columbia, South Carolina

Utilize CompuGroup Medical, Report Writer, and DocuTAP systems to efficiently analyze, extract, and compile reports that contained patient financial data and clinical data to oversee financial trends from 76 Doctors Care locations across South Carolina and Tennessee. Managed a variety of ad-hoc requests by providing excellent customer service and technical skills to fulfill reporting needs of all entities and directors within the company.

- Responsible for administering monthly patient satisfaction surveys, compiling the results, and presenting those to the executive team to assist in company improvements.
- Effectively transitioned through system implementation of CompuGroup Medical practice management system to DocuTAP practice management, electronic medical record, and analytics system.

### **Health Informatics Specialist**

January 2015-June 2015 (Internship)

<http://rimidi.com/>

*Rimidi Diabetes*

Atlanta, Georgia

Responsible for performing quality assurance testing for the company's Diabetes+Me diabetes management system to ensure all functions of the Self-Management, Decision Support, and Population Management applications functioned properly. Input large mass of medical data into patient database and created ticket reports using JIRA software monitoring system

- Compiled CDC presentations for showcase usage during large events and conferences
- Researched technical attributes and pricing of application systems in the diabetes management market
- Responsible for editing and revising client technical documentation manuals to improve product ease of use and understanding
- Responsible for editing and updates to patients medical questionnaires to assist company medical management.

## **EDUCATION/TRAINING**

UNIVERSITY OF SOUTH CAROLINA

*Master of Health Information Technology (MHIT), GPA 3.792 - August 2016*

NORMAN J. ARNOLD SCHOOL OF PUBLIC HEALTH, UNIVERSITY OF SOUTH CAROLINA

*Bachelor of Arts in Public Health, Minor, Information Technology, 3.08 - December 2013*

## **SKILLS**

Proficient in Microsoft Excel, Visio, PowerPoint, Outlook, and Word, and Access. Experience with Teradata, JIRA, CompuGroupMedical practice management, SAP Report Writer, DocuTap EMR, DocuTap Analytics, DocuTap Practice Management, SAS, RAT STATS, R statistical computing, SQL, Python, Linux, Salesforce, Cisco WebEx, building computers, and building cat 5 cables. Faculty Senate IT Committee graduate student representative, Health Information and Management Systems Society member (HIMSS), Georgia Public Health Association (GAPHA), National Association for Multi-Ethnicity in Communications (NAMIC), Sigma Alpha Lambda Honors and Leadership Society.