Andrés Ortiz

Senior Clinical Data Analyst

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Portfolio
Live demos of selected systems
andresqortiz.com

PROFILE

Senior clinical data analyst with 7+ years in healthcare and government data and a background in telecommunications engineering. I have led data analysis in community health centers: quality reporting (UDS, HEDIS, MDPCP, PCMH), grants, pharmacy and MCO data. What I enjoy most is finding the problem that slows people down and building a system that does the work automatically. I like to present, to help my team shine, and to get the details right. Bilingual English/Spanish.

EXPERIENCE

Senior Clinical Data Analyst — Jun 2024 – Present

CCI Health Services · Silver Spring, MD · FQHC serving 40,000+ patients

QUALITY & REPORTING

- Lead quality and performance analytics for primary care, behavioral health, dental and other services. I write the SQL (PostgreSQL, eClinicalWorks) behind the reports for medical, BH, dental and finance teams.
- Validate UDS data: measure reconciliation, numerators and denominators, and documentation gaps. I also keep FPAR 2.0, HEDIS, MDPCP, Title X, Montgomery Cares and grant data accurate.
- Designed the tracking processes that helped CCI go from 2 to 6 HRSA quality recognition badges, and provide the data for PCMH recognition.

CODES, PHARMACY & REVENUE

- Good working knowledge of CPT and ICD-10 codes and code mapping. Mapped our data for Azara reporting, including no-show tracking.
- Work with pharmacy data from Liberty. Built a drive-time analysis from every patient ZIP code to our three pharmacies to evaluate a home-delivery plan.
- Reconcile CCI data with MCO reports so the organization gets the revenue it is owed; built MCO outcome dashboards to close care gaps.

ANALYTICS & POPULATION HEALTH

- Built 50+ dashboards in Tableau, Relevant and Vega-Lite on access, provider performance, quality and care gaps; patient-level quality reports and a pre-visit planning tool in Relevant.
- Analyze chronic disease, high utilizers, provider panels, continuity of care and no-shows (root cause by demographics, timing and distance); report encounter status against visit goals.
- Present to the C-suite and Board: UDS benchmarking (3rd-largest FQHC in Maryland), patient attrition and Medicaid coverage risk under new federal law.

PROCESS, TRAINING & AUTOMATION

- Turned paper processes into automated eClinicalWorks workflows across CCI, and train providers and staff on quality measures and where to document them in eCW.
- Restored and migrated our 550 GB EHR database to SQL Server on AWS (TDE certificates, log shipping).

SYSTEMS I DESIGNED (MY OWN IDEAS, IN BETA OR ROLLOUT AT CCI)

VILEX	Bots that fixed system errors and updated thousands of patient records (for example, their PCP) in days. Now designing a version that reads insurance checks and posts each payment to the right patient. Python, Playwright
Playbook	Interactive training on workflows and HRSA measures: real cases, step-by-step EHR instructions, AI explainer videos and quizzes. Flask, PostgreSQL
PCP Mapping	Assigns 60,000+ patients to 40+ providers. Four rules cover 70%+; OR-Tools optimization balances the rest. Python, OR-Tools
Data Verse	Analytics portal on a nightly local copy of the EHR, with SQL editor and dashboard builder. Flask, PostgreSQL

ORION	Medicaid coverage-risk screening and navigator case management. Node.js, PostgreSQL
ASHIRI	Bilingual SMS care-gap campaigns, AI-assisted scheduling and survey sentiment analysis. Azure, OpenAI, React

Data Analyst
Dec 2022 – Jun 2024

La Clínica del Pueblo · Washington, DC · FQHC

- Developed monthly, quarterly and annual grant and operational reports in T-SQL and PostgreSQL.
- Built dashboards to track productivity, no-show and quality trends; centralized Power BI dashboards in SharePoint for leadership and Board access.
- Led eCW integration projects, including healow online scheduling and standardized HPI forms.
- Analyzed phone-system call patterns to redistribute staff coverage, and created training guides for data entry that reduced reporting errors.

Bilingual Data Analyst
May 2019 – Nov 2022

Cascades Technologies (GSA contract, USA.gov/espanol) · Falls Church, VA

- Led multilingual analytics for USA.gov/espanol traffic and social engagement, with Tableau dashboards on COVID-19 information requests, voter-information access and UX trends.
- Ran A/B tests and UX audits that improved navigation and reduced bounce rate; presented findings to federal agencies at Digital.gov and Federal SocialGov Week.

Digital Marketing & Administrative Coordinator
Nov 2014 – May 2019

Washington Hispanic · Silver Spring, MD

- Led digital strategy (SEO/SEM, analytics, social media, publishing) and tracked web KPIs in Tableau and Google Analytics; managed HR records, payroll and monthly financial reports.

Network Specialist
Oct 2007 – Feb 2014

CANTV · Caracas, Venezuela

- Led large-scale fiber-optic and DWDM projects for enterprise and government clients; network optimization, service deployment and national infrastructure support.

SKILLS

Data	PostgreSQL, T-SQL, SQL Server, ETL, data modeling, data validation
Analytics & BI	Relevant Analytics, Tableau, Power BI, Vega-Lite, SSRS, statistics
Healthcare	eClinicalWorks, Azara, Liberty (pharmacy), UDS/HRSA, HEDIS, FPAR 2.0, MDPCP, PCMH, Title X, CPT/ICD-10 mapping, HIPAA
Automation	Python, JavaScript, Playwright bots, Flask, React, Git
AI & optimization	Azure OpenAI, NLP / sentiment analysis, OR-Tools, machine learning
Cloud	Azure, AWS, Docker

EDUCATION

M.S., Business Intelligence and Data Analytics
Universidad de los Andes, Colombia · 2025

B.S., Telecommunications Engineering
UNEFA, Venezuela · 2007

CERTIFICATIONS & TALKS

Google Data Analytics Certificate (2022) · Tableau · eClinicalWorks · Relevant

"How USAGov Uses Quantitative and Qualitative Data" · Digital.gov

"When Is the Best Time to Tweet?" · SocialGov Week 2020