Geoffrey Lisch

Solutions Consultant

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EXPERIENCE

Sr. Data Analyst

SourceDay   2022 - 2024

- Managed and optimized data pipelines to aid creation of analytics outputs resolving complex data inquiries from stakeholders from ERPs to enhance efficiency
- Developed and maintained impactful data visualizations using Tableau for internal stakeholders enabling data-driven decision making and increasing ERP data insights
- Optimized Matillion ETL processes streamlining MySQL data loads into Snowflake resulting in a 26% reduction in data processing time and improved data availability
- Collaborated with cross-functional teams on data initiatives using GIT for version control
- Enhanced user activation processes by enhancing Python scripts using Tableau APIs resulting in a 50% increase in activation time

Data Analyst

Aledade   2019 - 2022

- Integrated partner commercial payer data using rigorous data validation techniques ensuring high-quality data ingestion and improving data accuracy by 20%
- Identified key data trends and provided actionable insights supporting informed decision-making with Growth team and contributing to an increase in operational efficiency
- Utilized SQL (Postgres) and Snowflake to analyze data, identify issues, and enable timely resolution reducing data problem resolution time by 35%
- Streamlined the commercial data integration process, cutting integration time by 50% and enabling faster partner implementation and enhanced internal PTS satisfaction

App Support Manager

Aledade   2017-2019

- Led a support team for over 300 internal users and 700 external practice users, implementing a tiered ticketing approach that improved issue resolution efficiency
- Held weekly 1:1s to drive quality ticket metrics through data, successfully implementing Zendesk Explore reporting which resulted in a 21% increase in ticket resolution speed
- Standardized team processes and documentation aiding in internal SOC audit preparation
- Resolved API queries enhancing system reliability and reducing API-related issues by 30%

Product Innovation Manager and Sr. Associate

athenahealth   2013-2017

- Onboarded 125 new client partners on the MDP Marketplace, contributing to platform adoption and customer satisfaction for partners using REST APIS
- Expanded the suite of REST APIs by 2x within a year through agile and Kanban methodologies, enhancing integration capabilities and driving partner innovation
- Led the MDP Program like a startup within athenahealth, collaborating with marketing, business development, and integration teams
- Met high paced deadlines for requirements and QA testing using agile methodologies ensuring timely new code releases improving release cycle time by 28%

Implementation Analyst

McKesson Provider Technologies   2012-2013

- Achieved enhanced data integration for HPF, demonstrated by customizing solutions for 16 clients in a year by developing SQL scripts
- Collaborated with internal field teams to gather client requirements and deliver tailored business solutions presenting and explaining the proposed solutions to clients
- Directed comprehensive training sessions for end users, including doctors, nurses, and medical chart staff, enhancing their product knowledge and demonstrating practical applications of the software

Summary

Dynamic, tech-savvy professional with a strong background in data analysis and product, transitioning into Solutions Consulting. Completed a 10-week presales course to support this career shift. Proven ability to optimize data pipelines, streamline processes, and explain technical concepts to diverse audiences. Known for strong people skills and building lasting relationships, making me a key addition to your team!

Skills

SQL

Snowflake

Tableau

Python

Github

CRM

API

Salesforce

Technical Demo

Zendesk

Education

Master of Science Industrial Engineering

Texas Tech University

Lubbock, TX

Bachelor of Science Industrial Engineering

Texas Tech University

Lubbock, TX

Certifications

PreSales Academy Graduate

September 2024

Interests

Coffee

Aviation

Music

Golf

Cooking

Cycling

Fly Fishing