

# Matthew Maitland

[LinkedIn](#) | [GitHub](#) | [Website](#) | [maitland.1855@gmail.com](mailto:maitland.1855@gmail.com) 714.353.7490

## Technical Skills

**SQL (PostgreSQL)**  
**Python**  
**Power BI**  
**Tableau**  
**Microsoft Excel (Pivot tables, LOOKUPS)**  
**Git/GitHub**  
**Kanban Boards**  
**Data Management**  
**Agile Methodology**

## Projects

**Housing Capstone**  
**Prescription Drugs**  
**Trash Haulers**  
**GDP Internet Usage**

## Technical Experience

SEPTEMBER 2024—PRESENT

- Nashville Software School** | Data Analyst Apprentice  
Intensive full-time bootcamp focusing on data analytics fundamentals and problem solving. Used real-world datasets and included projects where findings were presented to stakeholders from the community.
- Analyzed data using Microsoft Excel, including utilizing pivot tables and lookups, and connected to external data sources using the PowerPivot add-on
  - Built and deployed dashboards using Tableau and PowerBI
  - Wrangled data and performed exploratory data analysis using Python's pandas library
  - Created data visualizations using matplotlib and seaborn
  - Gathered data through APIs and webscraping
  - Performed geospatial analysis using geopandas and folium
  - Retrieved and analyzed data using PostgreSQL and sqlalchemy
  - Source code version control with Git/GitHub
  - Project management/tracking with GitHub project boards and issue tracking

## About Me

*With over ten years of management experience, six of which are in the healthcare field, I'm excited to take that experience in a new and exciting direction with Data Analytics. My previous roles always had some level of Data Analysis, and I always found myself rolling up my sleeves and digging into this type of work. I love to innovate and find the best ways to approach challenges, and having the data to back up these ideas is key.*

## Experience

MAY 2023—APRIL 2024

- Patient Enrollment Manager** | CareHarmony
- Directly managed as many as 60 associates maintaining 1:1 time with each to help them grow in their roles
  - Responsible for managing outreach to hit our goals not just on a quarterly/monthly basis but on a daily basis
  - Analyzed Data for trends and opportunities utilizing Superset and Excel, often discovering opportunities for where we could pivot our focus to increase growth
  - The Enrollment team was just getting started when I was hired on, so I created and Implemented Call Quality standards as well as New Hire curriculum for the Enrollment Department in order to standardize behaviors, level set expectations, and ensure everyone was given the same tools to succeed
  - In addition to directly managing the Patient Enrollment Specialists, I also oversaw the creation and implementation of our Call Quality managers/Team Leads and New Hire Trainer
  - Part of my responsibilities also included manually tracking and reporting team performance at our Daily, Weekly, and Monthly meetings headed by our Chief Operating Officer

## Education

**University of Tennessee  
at Martin  
Bachelor of Fine Arts**

**Nashville Software School  
Data Analytics**

## Professional Awards

**Aspire for Greatness  
Values in Action  
People's Choice**

## Extracurriculars

**Extra Life Charity participant  
2016-Present**

*Our team has raised  
over \$15,000 over  
the last nine years. I  
have raised \$6,000  
of that personally.*

**Gleeful Meeple Board  
Game Club Member**

**Leadership Book Club**  
*Participant 2016-2019  
Facilitator 2019-2022*

- Before I instituted and trained the New Hire Trainer, I was solely responsible for training all incoming new hire classes on who CareHarmony was as well as how they should conduct themselves on the phones
- Under my leadership the team set many performance records for the company including the four best months for enrollments in the entirety of the company's history

NOVEMBER 2017—MAY 2023

### **Patient Enrollment Manager** | Elevance Healthcare

- In my time with the company, I saw it go from the Aspire startup we began as, to the successful palliative branch of Elevance it was when I left
- Directly managed a scheduling team totaling 20 associates that ranged across three different programs within the company
- Oversaw cross-team collaboration with five other departments to ensure that our patients that we brought onto the service had the best experience possible
- Spearheaded Aspire-CareMore scheduling & technology integrations by running a separate team of individuals that worked under CareMore's umbrella, while consulting on needed UI for the integrated system with our Development Team
- Implemented and tracked Incentives for all Enrollment Teams. This resulted in increased performance and higher job satisfaction for the teams
- Analyzed Data for trends and opportunities utilizing Tableau and Excel, then reported those to the Director of Enrollment with strategies on how to implement them
- Launched and oversaw multiple new markets and programs which always provided new and exciting opportunities for innovation and growth
- Taught classes over Excel, Outlook, Tableau, WebEx, Teams, and more to other associates that struggled in the use of these applications

NOVEMBER 2016—NOVEMBER 2017

### **Patient Enrollment/Quality Analyst** | Elevance Healthcare

- Evaluated calls to provide the best care for our patients
- Created and implemented new training materials
- Provided coaching for all Care Center associates
- Engaged prospective patients via the phone to enroll in services
- Piloted multiple programs to innovate outreach
- Exceeded in all metrics including Visits, Attempts, and Quality rates