

Dominick Sorise

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Professional Summary

Data and analytics professional with 8+ years of experience delivering scalable analytics systems, automated reporting pipelines, and enterprise executive-level dashboards. Skilled in SQL, Python, and Tableau with experience deploying cloud-based solutions on Google Cloud Platform. Proven ability to advise and partner with stakeholders to design scalable and efficient analytics infrastructure, automate manual processes, and translate complex data into actionable insights across operations, customer service, and executive leadership to drive strategic decisions and business strategy.

Technical Skills

Data & Analytics – Advanced Excel, Tableau, Tableau Prep, SSRS, SSIS, SQL, & Python

Data Platforms & Cloud – Google Cloud Platform, BigQuery, SQL Server, & ETL Development

Tools & Systems – MS Access, VBA, ODBC Configuration, Data Automation, Reporting Architecture

Professional Experience

Independence Blue Cross

Sept-2019 – Present

Lead Research Analyst

- Owned reporting strategy across 10+ operational and client facing reports, coordinating reporting workflows across analysts and ensuring accurate delivery of data insights to internal and external stakeholders to support decision-making; enabling leadership to monitor performance, trends and drive decisions.
- Designed and integrated enterprise member census datasets demographics, claims, call interactions, QA surveys, appeals, engagement metrics, and PMPM cost data used to support performance guarantee reporting and client consultation analytics.
- Built Python automation tools and desktop applications to streamline workflows including ETL processes, performance guarantee tracking, and escheatment monitoring.
- Owned the monthly data sources underpinning the Monthly Operations Dashboard and delivered ongoing FCR and KPI analyses, partnering with Operations stakeholders to identify performance gaps, find improvement opportunities and support data driven decision making.
- Coordinated ETL processes to integrate additional claims attributes from source systems into reporting, enhancing capabilities and ensuring accuracy, consistency and reliability.

Senior Research Analyst

- Redesigned a high visibility Tableau QA dashboard used by supervisors and leadership to evaluate agent KPI performance which directly led to key workflow and operational changes in our customer service department.
- Led documentation and training during the Google Cloud migration, creating technical guides for ODBC setup, data export processes, and GCP editor configuration used across departments.
- Developed structured interview evaluation framework to support team hiring.
- Completed Independence Blue Cross Management Readiness Program, a 6-month leadership development course focused on team management, strategic decision making, and organizational leadership.

Research Analyst

- Automated 25+ recurring operational reports across claims, A/R, finance, customer service, and operations, reducing manual reporting time by 20+ hours per month.
- Developed 7+ new monitoring datasets to track payment deferrals, delinquencies, and member impacts.
- Reviewed and re-strategized Customer Service Performance Guarantee metrics to provide more precise results which resulted in meeting a 90% FCR goal.

Early Experience

Stony Brook World Trade Center Health Program - Clinical Informatics Analyst Intern

Port Jefferson Emergency Medical Services (PJEMS) - Emergency Medical Technician

Education - Stony Brook University

Master of Science - Applied Health Informatics

Bachelor of Science - Health Sciences