

Christian Lizardi

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Analytical and results-driven professional with experience in strategic planning, research, data management, and fundamental statistics across various industries, including the Healthcare/Pharmaceutical Industry. Highly skilled in collaborating with diverse colleagues in cross-functional environments, developing strong relationships with internal and external stakeholders, and utilizing data visualization tools to optimize statistical efficiency and quality. Seeking to leverage newfound skills & experiences to pursue a career in data analysis, machine learning, and big data.

CORE COMPETENCIES

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|--------------------------|---------------------------|---------------------------------------|
| • Big Data Analysis | • Project Management | • Database Management |
| • Machine Learning | • Stakeholder Engagement | • Qualitative & Quantitative Research |
| • Forecasting & Modeling | • Industry Trend Analysis | • API Development |

EDUCATION

UCF Boot Camps	eLearning
Data Analytics and Visualization Certificate	2023
City Colleges of Chicago-Wilbur Wright College	Chicago, IL
General Education	2010
Cypress Creek Senior	Orlando, FL
High School Diploma	2008

TECHNICAL SKILLS

Intermediate Excel Functions: Pivot Tables, Virtual Basic Analysis (VBA) Scripting
Programming Tools: Python, NumPy, Pandas, Matplotlib, Application Programming Interface (API) Interactions
Database Management: Structured Query Language (SQL), PostgreSQL, MongoDB, Extract-Transform-Load (ETL)
Front End Web Visualization: Hyper Text Markup Language (HTML), Cascading Style Sheets (CSS), Bootstrap, Dashboarding, JavaScript Charting, Geomapping with Leaflet.js
Business Intelligence Software: Tableau
Advanced Data Analytics Tools: Big Data Analytics with Hadoop, Machine Learning
Other: Microsoft Office Suite (incl. Advanced Excel), Google Workspace

PROFESSIONAL EXPERIENCE

CVS Health	Remote, USA
Grievance Analyst	June 2025 – Present
- Research and resolve Medicare Part D grievance cases, addressing members' concerns regarding coverage, benefits, and service issues with accuracy and compliance. - Coordinate cross-functional investigations with multiple CVS Health departments to gather data, validate findings, and ensure timely movement toward case resolution. - Deliver clear, empathetic verbal and written communications to members, explaining outcomes, applicable regulations, and next steps. - Manage a caseload of 15–20 grievances per week, consistently meeting strict CMS turnaround standards and maintaining high-quality documentation. - Analyze case trends, identify root causes, and recommend operational improvements to reduce repeat issues and enhance member experience. - Apply independent judgment to interpret Medicare guidelines, ensure benefit accuracy, and construct compliant resolutions. - Utilize multiple internal systems and databases to document findings, track progress, and ensure audit-ready case records. - Collaborate within a fast-paced, team-based environment, adapting to shifting priorities while upholding production and quality goals.	
NRG Energy	Remote, USA
Reporting and Data Analyst	September 2023 – April 2025
- Lead the delivery of comprehensive weekly and monthly reports, dashboards, and performance metrics, enhancing business decision-making processes and operational efficiency. - Expertise in analyzing sales channel flows, attrition rates, and supply chain incentives, and updating sales plan. - Conduct in-depth actual vs. forecast financial analysis, supporting budgeting and financial forecasting efforts with high accuracy.	

- Utilize advanced SQL, Excel, Tableau, and PowerPoint to manipulate data, create visualizations, and present insights to stakeholders, driving actionable strategies.
- Respond to ad hoc data requests, providing rapid and insightful analyses to address immediate business needs.
- Collaborate with cross-functional teams to consolidate data views and reports, ensuring alignment with corporate objectives and consistency across departments.
- Continuously improve reporting processes and methodologies, leveraging automation and data modeling techniques to increase efficiency and data integrity.

Aetna – a CVS Health Company

Remote, USA

Senior Medicare Complaint (Grievance) and Appeal Analyst

March 2016 – September 2023

- Managed resolution scenarios for complaints and appeals, coordinating responses from 50+ business units, ensuring timely and customer-focused responses, and maintaining a 95% on-time response rate.
- Identified and reported emerging issues and trends, and recommended solutions that led to a 20% reduction in similar complaints.
- Piloted research on claim processing logic to verify claim payment accuracy, member eligibility data, and billing/payment status before initiating the appeal process.
- Coordinated all components of complaints/appeals, including final communication for resolution and closure.
- Followed up with members/providers within established time frames, which resulted in a 98% adherence rate to response timelines.
- Researched and analyzed Medicare Advantage plans, evidence of coverage, and prior authorizations, leveraging the knowledge of clinical terminology, regulatory requirements, and accreditation standards, which improved claims processing efficiency by 15%.
- Responded to 30+ inquiries per day, resolving issues and providing accurate information to members, providers, and plan sponsors.
- Guided members on their plan of benefits and Aetna policies/procedures to ensure 100% compliance with regulatory guidelines.
- Anticipated customer needs proactively and took accountability to understand members' needs by building trusting relationships.
- Provided additional plan details and member self-service tools, resulting in an increase in the utilization of self-service options.
- Utilized the customer service threshold framework to make financial decisions and resolve member issues effectively.

CVS Health

Orlando, FL

Patient Care Specialist III

March 2020 – October 2021

- Scheduled patient deliveries and addressed all patient needs in a single phone call with a positive and caring attitude.
- Initiated proper follow-ups to prevent any disruption in patient therapy and maintained seamless continuity of care.
- Verified patients' insurance coverage for both retail and mail order services, guaranteeing 100% accurate billing and reimbursement.
- Triage referrals to the correct pharmacy when out-of-network, ensuring prompt and appropriate medication access.
- Conducted thorough eligibility checks for all patients, ensuring a 100% compliance rate with insurance requirements.
- Resolved invalid or incorrect rejections and diligently followed through with insurance companies to obtain the correct response.
- Loaded insurance plans accurately, including primary and secondary coverage if necessary, which reduced billing errors by 25%.
- Completed and initiated prior authorizations with a 95% approval rate, ensuring timely access to medications and treatments.
- Enrolled eligible patients in co-pay assistance and Free Drug Programs, enhancing affordability and accessibility of medications.
- Served as A Subject Matter Expert (SME) as needed, leveraging in-depth knowledge to provide valuable insights and guidance.
- Negotiated Letters of Authorization (LOAs) or Assignment of Benefits (AOB) with insurance plans in coordination with leadership, optimizing reimbursement and minimizing financial burdens for patients.
- Established departmental policies and procedures and ensured the highest quality of care in compliance with federal, state, and local regulatory requirements and departmental policies, resulting in a 100% compliance rating during audits.

Kreg Therapeutics

Chicago, IL

Operations Support

December 2014 – December 2015

- Executed the Kreg project calendar, ensuring timely completion of assignments and facilitating the company's expansion into new territories, with a specific focus on shipping and logistics functions.
- Compiled and reviewed data, collaborating with 10 Data Entry Technicians to ensure 100% accurate and up-to-date information within the internal database.
- Cultivated strong relationships with internal and external partners, effectively collaborating to successfully deliver projects.
- Proactively communicated disruptions, leading to a 30% reduction in response time to address shipping, logistics, and other issues.
- Monitored and coordinated future events to ensure service and equipment requirements were met, gaining a comprehensive understanding of the Kreg business model.
- Created instructional videos for service technicians and nurses nationwide, guiding them on the usage of various bed frames and related products, including the E-Z Wider Bed Frame, Tri-Flex, Bariatrics Beds, Bariatric Mattress, control units, and touch screens.
- Administered company cell phone and email database, maintaining consistent, 24/7 communication with the Director of Operations.

- Fulfilled assignments, tasks, and duties as directed by management, demonstrating adaptability and a strong work ethic.

Zengeler Cleaners**Long Grove, IL**Closing SupervisorJuly 2011 – December 2014

- Performed weekly invoice audits, identifying and resolving discrepancies, resulting in a 98% accuracy rate.
- Handled cash on a daily basis responsibly, ensuring accurate transactions and maintaining financial integrity.
- Delivered outstanding customer service to guests, resulting in a 95% customer satisfaction rating based on post-service surveys.
- Counted/recorded an average of 50 clothing drop-offs per customer, maintaining a high level of accuracy in inventory management.
- Organized clothing inventory by implementing a streamlined system, reducing retrieval time by 20% and improving efficiency.

Best Buy**Norridge, IL**Product Process SpecialistJuly 2009 – June 2011

- Packed and unpacked an average of 100 merchandise items daily in the stockroom and warehouse, ensuring efficient inventory management and timely availability of products.
- Demonstrated responsible cash handling skills, processing an average of \$30,000 in daily transactions with 100% accuracy.
- Interacted with a diverse range of customers and vendors, maintaining a 95% customer satisfaction rating.
- Prepared and maintained detailed records and reports of inventories, resulting in a 98% accuracy rate.
- Arranged store displays of featured merchandise, leading to a 15% increase in customer engagement and sales of promoted items.
- Examined and inspected stock items, identifying and reporting defects, resulting in a 90% reduction in damaged merchandise.
- Priced items according to the ad set or media farming, effectively minimizing pricing discrepancies.
- Obtained certification in asset protection and store security, contributing to a 50% decrease in shrinkage and theft incidents.
- Earned certification through Best Buy to operate the forklift "Big Joe," ensuring safe and efficient handling of merchandise, resulting in a 99.99% incident-free operation.

OTHER

Certifications: Data Analytics and Visualization Certificate – UCF Bootcamp.**Interests:** Hiking (1x a month), Music Production, Reading (daily)**Languages:** English (Native), Spanish (Intermediate)