

Natasa McLean

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Professional Summary

I enable organizations to turn complex data into strategic advantage, blending analytical rigor with operational leadership. By designing scalable systems, integrating AI/ML insights, and streamlining workflows, I help executive teams make faster, smarter decisions that drive measurable growth, efficiency, and innovation. I build high-performing teams, foster cross-functional collaboration, and translate technical complexity into actionable business results.

Core Competencies & Technical Proficiencies

- **Data & Analytics:** Predictive modeling, AI/ML integration, KPI/dashboard creation, reporting automation, ETL/ELT pipelines, data governance
- **Business & Process:** Business requirements documentation, workflow design, process automation, UAT/QA testing, project management, Agile/Scrum execution
- **Healthcare & Enterprise Systems:** EHR/EMR, CRM, financial, claims, risk adjustment, quality improvement analytics
- **Tools & Platforms:** Python, SQL, R, MySQL, Snowflake, Azure Databricks, Oracle, Power BI, Tableau, Salesforce, Jira, Smartsheets, Monday.com, Google Analytics
- **Cloud & Integration:** Data lakes, workflow automation, system integration, Azure

Professional Experience

MSH 1 Holdings, Raleigh, NC

Director, Analytics & Business Operations, October 2023 – Present

- Automated governance workflows, reducing permitting time by 20% and vendor delays by 30%.
- Built Snowflake/Databricks pipelines, streamlining cross-system reporting and decision-making by 40%.
- Configured Salesforce workflows, increasing investor engagement by 35%.

Ascom, Morrisville, NC

Sr Data & Analytics Manager, April 2021 – April 2025

- Improved forecasting accuracy by 30% via CRM–EHR–financial integration and workflow automation.
- Delivered \$20M+ revenue impact with predictive retention and opportunity models adopted by leadership.
- Led UAT/QA for dashboards and predictive models, achieving 95%+ adoption.

PRA Health Sciences, Raleigh, NC

Sr Project Analyst (Advanced Analytics & Risk Modeling), June 2018 – March 2021

- Reduced clinical trial costs by 15% across 450+ global studies through predictive risk modeling and workflow optimization.

Sensus, Morrisville, NC

Business Analyst - Product Owner, August 2017 – March 2018

- Led Agile sprints and backlog prioritization for analytics product development, achieving 99.9% post-migration data fidelity.
- Facilitated stakeholder workshops to document requirements and implement workflow improvements.

INC Research, Raleigh, NC

Sr Reporting & Analytics Analyst (Global Payments & BI Strategy), August 2014 – August 2017

- Automated global payment reconciliation and forecasting, improving accuracy by 20% across 60+ markets.
- Implemented AI-driven fraud detection aligned with SOX/IPO audit readiness.

Magnus Health Technology, Raleigh, NC

Data Manager (Health Data Analytics & AI Integration), January 2011 – December 2013

- Reduced ETL ingestion errors by 40% through pipeline automation; embedded AI into workflows to improve scalability.
- Mentored 15 analysts on system integration and process improvement.

Education

- **MBA, Business Analytics / Risk Management & Healthcare Management** – Johns Hopkins University (Expected May 2027)
- **MS, Information Science** – North Carolina Central University, 2013
- **BS, Information Technology Management** – Campbell University, 2010

Certifications

Snowflake Data Engineering Professional | Microsoft Azure Cloud Services | Analytics in Healthcare Management | Generative AI for Healthcare | Business Intelligence with Databricks | AI Bootcamp – UNC-Chapel Hill | Certified Scrum Master | PMP (In Progress)