

Ethan Chen

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Skills

Core Competencies: Data Modeling & Analytics, Business Process Optimization, Operational Strategy, Business Intelligence (BI) & Reporting, Revenue Forecasting & Yield Management, Systems Architecture, Stakeholder Management, A/B Testing

Technical Stack: SQL, PostgreSQL (Supabase), Tableau, Metabase, Make.com, REST APIs (JSON), Salesforce, Microsoft Excel, Google Analytics, Smartsheet, Figma, Twilio

Experience

Feb 2024 - Present

Independent Consultant, Remote | Business Systems & Operations Lead

- Engineered automated API pipelines via Make.com to ingest real-time JSON payloads into a PostgreSQL (Supabase) data warehouse, centralizing disparate booking and pricing data into a single, scalable source of truth.
- Optimized revenue management parameters to prioritize high-yield, multi-night bookings and extended lead times; reduced high-friction single-night stays and reliance on discounted last-minute demand to drive an estimated 7% incremental revenue lift, while maintaining an average 75% occupancy rate.
- Designed and deployed a comprehensive Business Intelligence (BI) suite in Metabase to track core financial KPIs (ADR, RevPAR, GOPPAR); automated financial reconciliation to reduce administrative and operational processing by 15+ hours monthly.
- Architected an automated operational infrastructure utilizing Twilio SMS and email triggers to manage vendor workflows; ensured 100% turnover and inventory reliability while sustaining a 4.95-star guest rating.

Jan 2020 - Nov 2023

iRhythm Technologies, San Francisco (Remote) | Business Operations Analyst

- Led operational restructuring projects and strategy for core operations teams, increasing productivity 8–15%, eliminating backlog, and generating \$4M in additional revenue.
- Architected automated reporting pipelines in Salesforce and Tableau, establishing real-time visibility into operational KPIs to drive continuous business process improvements.
- Partnered cross-functionally with Revenue Operations, Product, UX, and HR to conduct business analysis, optimize financial performance, and resolve operational bottlenecks that impacted patient experience.

- Led ROI analysis for vendor evaluation, A/B testing for UX redesigns, and workforce planning models to support efficiency gains and cost optimization.

May 2016 - Dec 2019

Radiology Partners, El Segundo | *Business Analyst Lead*

- Spearheaded a yearlong cross-functional charge reconciliation initiative, partnering with subject matter experts to identify root causes and close a \$21M revenue gap.
- Managed a team of six analysts producing Tableau and Excel reports on collections, revenue trends, and client performance for a \$500M operation.
- Served as the primary analytics partner for executive communication and stakeholder management, translating insights into recommendations for strategic planning and business performance decisions.
- Refined BI tools and data warehouse by cleaning and normalizing key datasets.
- Mentored analysts in Tableau and Excel reporting; developed custom SQL queries and data views to extract and transform revenue cycle data.

Mar 2015 - Sep 2015

City of Hope, Duarte | *EHR System Analyst (Contracted)*

- Conducted QA analysis in Allscripts EHR system to flag and confirm potentially incorrect inputs that could be potentially dangerous to patients.

Aug 2014 - Mar 2015

Onyx, Orange | *Business Analyst*

- Advised regional sales managers by analyzing trends and crafting tailored marketing strategies to increase close rates.

Education

Sep 2013 - Jun 2015

Loma Linda University, Loma Linda | *M.S. Health Informatics*

Sep 2009 - Jun 2013

University of California - Irvine, Irvine | *BS Public Health, minor Business Management*

May 2020 - Mar 2024

University of California - Los Angeles, Los Angeles | *User Experience Certificate*