JULIAN MERCER

HEALTHCARE DATA VISUALIZATION SPECIALIST

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PROFESSIONAL SUMMARY

Healthcare Data Visualization Specialist with 6+ years building clinical quality and operations dashboards for hospitals and payers. Presents sensitive data responsibly, simplifies complex measures, and helps clinicians and administrators act on timely information.

CORE SKILLS

Tableau | Power BI | Healthcare dashboards | Clinical quality metrics | HEDIS measures | SQL | Data privacy | Row-level security | Epic Clarity | Data storytelling | Accessibility | Performance tuning | Stakeholder interviews | Metric definitions

PROFESSIONAL EXPERIENCE

Senior Data Visualization Specialist Mar 2022 - Present
Cleveland Clinic, Cleveland, OH

- Built patient flow dashboards in Tableau covering emergency department wait times, used by charge nurses across four hospitals.
- Visualized readmission and infection-rate trends with risk-adjusted benchmarks, supporting monthly quality committee reviews.
- Applied small-cell suppression and role-based row security so dashboards met internal privacy standards and could be shared with unit managers safely.
- Partnered with clinicians to simplify 22 quality measures into a single scorecard with clear definitions and thresholds.
- Cut dashboard refresh time from 50 to 15 minutes by redesigning extracts and pre-aggregating encounter data, so morning huddles started with current numbers.
- Designed accessible color palettes and plain-language tooltips so clinicians could interpret risk-adjusted measures without training.
- Piloted a mobile-friendly unit census view with nurse managers and iterated on their feedback for a month, after which six inpatient floors adopted it.

Healthcare Data Analyst Jul 2020 - Feb 2022
UnitedHealth Group, Minnetonka, MN

- Created Power BI dashboards on claims utilization and cost trends for care management teams, replacing monthly spreadsheets that took analysts two days to refresh.
- Designed cohort views of chronic condition outreach, helping nurses prioritize 1,500 members for follow-up each month.
- Documented metric logic for HEDIS-aligned measures and aligned definitions with clinical informatics, so quality reports no longer disagreed across teams.
- Trained 40 care coordinators in self-service filtering through short live sessions and a quick-reference guide, reducing ad hoc data requests by about a fifth.
- Presented dashboard findings monthly to a clinical operations committee of 15 leaders, informing staffing adjustments.
- Partnered with data engineers to document refresh schedules and lineage for 30 healthcare fields, which sped up answers when a number looked wrong.
- Built a member outreach tracker in Power BI showing call attempts and outcomes by coordinator, which supervisors used to balance weekly caseloads.

EDUCATION

B.S. in Health Informatics, Indiana University, Bloomington, IN

CERTIFICATIONS

Tableau Desktop Certified Associate | Certified Health Data Analyst (CHDA)