

Courtney Youngberg

Data, Automation & Analytics

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I turn messy data and manual processes into useful systems. Senior research analyst with ~10 years of experience across higher education, healthcare technology, customer success operations, clinical research, and public safety data. I build analytics, automations, data products, and decision-support tools that bridge technical systems and business needs.

EXPERIENCE

Senior Research Analyst — Orange Coast College

April 2024 – present

- Develop and support institutional effectiveness projects spanning instructional planning, accreditation, compliance reporting, student success, and faculty access to program data.
- Automated PSLO and required-course data collection from 300+ program websites using Python, generating 300+ customized Excel workbooks. Cut roughly two months of manual preparation and eliminated the need for temporary staffing.
- Analyzed two years of course and program data for ACCJC accreditation review; identified and submitted 70 programs with 50%+ online availability.
- Created the Department of Defense XML process translating ~1,600 catalog courses into an annual upload-ready compliance file for military tuition assistance.
- Built Power BI dashboards tracking four academic years of Zero Cost Textbook data, plus a Time to Completion dashboard for student progress and program effectiveness.
- Built a web-based PPG-1 equity gap calculator with data import and auto-calculation, helping faculty and staff identify equity gaps in student outcomes.
- Create SQL reports, dashboards, and data tools; support equity-centered data coaching for faculty, classified professionals, and managers.

Retention Research Analyst — Coastline College

June 2023 – April 2024

- Developed and implemented data-driven projects under the guidance of the Dean of Institutional Effectiveness.
- Engineered a Python web scraper extracting academic course-offering data from 500+ websites; merged results with student records via SQL, identifying 200+ students eligible for certificates.
- Built interpretable retention models (logistic regression, ROC AUC ≈ 0.719 ; outreach validation ≈ 0.679) to prioritize student outreach.
- Created Power BI dashboards on degree and certificate attainment across demographic factors; produced weekly enrollment, drop, and Pell Grant reporting.

CS Technology Operations Analyst — Tebra

January 2022 – October 2023

- Spearheaded development of customer success metrics using Snowflake analytics to assess customer health at the account level.
- Generated custom reports for federal subpoenas and search warrants in collaboration with legal and database teams.
- Analyzed declining CSAT scores and presented strategic recommendations to executives for policy development.
- Built custom Gainsight workflows and goals with Support leadership, improving workforce efficiency and accuracy.

Data Services Technology Lead — Kareo

February 2020 – January 2022

- Built and customized 4 Jira Service Desk projects with custom workflows and automation, achieving an 85% time-efficiency improvement.
- Automated a manual customer-outreach workflow in Jira Service Desk as a state machine: sent requests up to three times, auto-closed unanswered tickets, reopened them when customers replied by email, and routed cases between customer-facing staff and analysts; paired with a pre-payment data-readiness checklist that set expectations and reduced rework.
- Developed a new bulk clinical-document import process that created a new revenue stream for the company.
- Programmed advanced SQL scripts automating data mapping and cleaning, achieving a 70% efficiency gain per project.

Data Services Supervisor — Kareo

November 2018 – February 2020

- Led, trained, and managed a team of 7, including 2 offshore employees in Costa Rica.
- Created an incoming vendor data-quality process resulting in a 76% decrease in unneeded engineering tickets.
- Partnered with engineering on tooling delivering a 3x increase in upload speed; tested and implemented the CCDA (summary of care) import tool.

Data Integration Specialist — Kareo

September 2017 – November 2018

- Planned and executed data conversion and migration between legacy and target healthcare systems, on time and within budget.
- Extracted, cleansed, transformed, and loaded customer data, verifying accuracy and application performance through structured testing.

Associate Data Manager — iCardiac Technologies

November 2016 – September 2017

- Supported data and report-definition requirements for clinical studies; validated data and maintained study documentation.
- Issued and resolved data queries; contributed to standardization of data-management procedures.

Implementation Specialist / Data Specialist — West Safety Services

September 2014 – November 2016

- Managed cell tower data in the 9-1-1 wireless database with a 99+% report accuracy rate and 100% on-time deliverables.
- Helped lead process-automation updates across multiple teams; received an excellence award for a large-scale project.

SKILLS

Data & Querying: SQL, Snowflake, SQL Server, Oracle/ODS, ARGOS, data validation

Programming & Automation: Python, R, pandas, Selenium, openpyxl, web scraping, workflow automation

BI & Analytics: Power BI, Tableau, Excel, statistical analysis, logistic regression, dashboards

Business Systems: Salesforce, Gainsight, Jira Service Desk

Methods: requirements analysis, process improvement, stakeholder communication, data modeling, QA, documentation

Cloud & Technical: AWS fundamentals, APIs, XML, integration concepts, reporting automation

EDUCATION & CREDENTIALS

B.S. Biological Sciences and Zoology — Colorado State University

Data Science Certificate — University of California, Irvine

AWS Certified Cloud Practitioner — Amazon Web Services