

# SOFIA CASTELLANOS

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## Profile

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Senior data analyst with 7 years across fintech and healthcare ops. Build production-grade SQL and dbt models, design experiments, and translate findings for VP-level audiences. Comfortable owning a domain end-to-end.

## EXPERIENCE

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### Senior Data Analyst, Payments | Foxbridge Financial | Minneapolis, MN | 2021-Present

- Lead analytics for the dispute resolution product, partnering with PM and eng on roadmap decisions and KPI targets.
- Designed and analyzed an experiment on a new chargeback flow that reduced agent handle time by about 22% and saved an estimated \$1.4M annually in ops cost.
- Built the dbt models behind the disputes data mart, now used by 4 downstream teams.
- Run a monthly metric review with the VP of Ops; rebuilt the deck after feedback that the old version buried the takeaways.
- Coach two analysts through experiment design and stakeholder pushback.

### Data Analyst | Meridian Health Cooperative | St. Paul, MN | 2018-2021

- Built provider scorecards used by 40+ clinic managers to track patient wait times and no-show rates.
- Ran a cohort analysis on telehealth adoption that shaped the 2020 patient outreach plan.
- Migrated reporting off legacy SSRS into Power BI, cutting refresh failures from weekly to maybe once a quarter.
- Worked with compliance on PHI-safe data access patterns for the analytics team.

## EDUCATION

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### M.S. Applied Statistics

University of Minnesota, 2018

### B.A. Economics

Macalester College, 2016

## SKILLS

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- SQL (advanced, BigQuery + Snowflake)
- Python (pandas, statsmodels)
- dbt, Airflow
- Power BI, Looker
- Experimentation and causal inference basics
- Stakeholder management