Tyler *Henn*

Quality Assurance Data Manager

New York, NY | tylerhenn52@gmail.com | linkedin.com/in/tyler-henn52 | tyler-henn.com

SUMMARY

I keep benefit, rate, and service-area data accurate for 600+ carriers at Ideon, a health-insurance data company. I designed and built Vantage, our data QA platform, and I build Claude skills and plugins that run those workflows end to end. Promoted twice since joining in 2020, from Data Operations Coordinator to QA Data Manager.

EXPERIENCE

Quality Assurance Data Manager

Ideon, New York, NY | Feb 2024 – Present

- Designed and built **Vantage** end to end, the team's internal data QA platform on AWS: about 20 tools, including benefit validation with 130+ automated SQL checks, all backed by 5,700 automated tests that every change must pass.
- **Cut open-enrollment tickets 62%** versus the same point last season (341 vs. 910) through automated validation, the SBC parser, and LLM-assisted QA with Claude.
- Manage a team of two, and led an **AI-powered parser** for carriers' Summary of Benefits and Coverage (SBC) documents: brought on and mentored the developer who built it (now in an AI engineering role), supplied the training data, and continue to train it. Covers every carrier and cut a full benefit build from **5–7 days to under 24 hours**.
- Catch rate and benefit changes from **a top-five national carrier the same day** they happen (about 10 this year) with daily checks against its live APIs; we used to learn of them from customers or the carrier.
- Caught **60+ errors** in carriers' own CMS plan filings before they reached customers.
- Maintain a **24-hour turnaround** from ticket to published data, including all validation, for all new data going live.
- Built reusable **Claude skills** that use MCP connectors to run end-to-end benefit builds and QA, rates and service areas, and ancillary lines of coverage without re-supplying context; test and manage every skill update.

Data Quality Assurance Coordinator

Ideon, New York, NY | Jun 2021 – Feb 2024

- Wrote the SQL validation routines that later became Vantage's benefit validation engine.
- Started the team's QA metrics and reporting so leadership could track performance through open enrollment.
- Moved a full Tableau dashboard suite into Python for more customization, and still maintain it.
- Ran regression and smoke testing across carriers, and partnered with Engineering and Data Operations on root-cause analysis.
- Mentored teammates on automation tools and led annual training on data standards.

Data Operations Coordinator

Ideon, New York, NY | Jul 2020 – Jun 2021

- Standardized health-insurance plan data (QHPs, SBCs, rates) across carriers and defined the data-quality standards that became the basis for automated validation.

PROJECTS

F1 analytics dashboard (tyler-henn.com/f1): a Formula 1 dashboard that runs unattended. After every race, scheduled GitHub Actions jobs pull new data from public APIs into SQLite, run data checks, logic tests and browser tests, and publish only if all pass, with email alerts on failure. Interactive championship, race-pace and telemetry charts.

SKILLS

Data quality: data validation, source-to-target reconciliation, anomaly detection, test automation, data profiling, issue tracking and trend reporting

Data and analytics: SQL (AWS Athena / Trino), Python, Pandas, Plotly Dash, Tableau, Excel automation (openpyxl)

AI-assisted work: LLMs (Claude) for data QA and ingestion, Claude skills and MCP connectors, training AI document parsers, AI-assisted development

Platform and tools: AWS (Athena, S3, Elastic Beanstalk, Cognito), CI/CD, Flask, Selenium, Jira, Salesforce, GitHub

Security: OAuth 2.0 sign-in, role-based access, dependency and code scanning (pip-audit, bandit)

EDUCATION

B.S. Computer Science & Information Security, John Jay College, The City University of New York (2020)