



CHRISTIAN KASSA

Power BI | Healthcare KPIs | Patient Flow | Power Automate | Azure AI
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[Website](#)

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WORK EXPERIENCE

Freelance Software Tester

Sept 2022 – Present

- Designed and executed manual testing for web, mobile, desktop, API, database, and reporting applications across integration, system, regression, and UAT phases.
- Developed automated UI tests using Selenium WebDriver.
- Performed functional + non-functional testing (usability, security, reliability, performance).
- Wrote SQL queries to validate backend data.
- Produced status, progress, and summary reports for test cycles.
- Reviewed user stories and acceptance criteria; participated in Agile ceremonies.
- Ensured accuracy and clarity in test documentation and defect logs.

EDUCATION

BSc in Information Studies

University of Wisconsin–Milwaukee

Graduated: 2021

PROJECT

Power BI Dashboards

- Analyzes ER wait times, length of stay (LOS), provider throughput, and 30-day readmission trends to identify operational bottlenecks.
- Tracks encounters, LOS, ER wait, denial %, and readmission % for leadership decision-making.
- Breaks down payer performance, denial reasons, billed vs paid amounts, and revenue leakage.

Workflow Automations (Power Automate)

- Reduces no-shows with automated next-day appointment reminders.
- Daily automated email summarizing key healthcare KPIs.
- Multi-step claims routing with notifications + audit logging.

Azure AI Experiments

- Summarizes long clinical notes into structured summaries.
- Classifies patient feedback by sentiment, urgency, and theme.

TECHNICAL SKILLS

- Data & Analytics:**
Power BI • DAX • Power Query • SQL • Excel • Data Modeling • Data Cleansing • Synthetic Healthcare Data
- Automation & AI:**
Power Automate • Azure AI Services • NLP • Workflow Automation
- Tools & Platforms:**
GitHub • Git • VS Code • Azure Portal • Microsoft 365 • Tableau (basic) • Jira

CERTIFICATIONS

- Microsoft Power BI Data Analyst and Automate Workflow Automation - (2025)
- Azure AI Fundamentals – Applied AI Services — Microsoft Learn (2025)
- AWS Cloud Practitioner — AWS Skills Center (2025)