



# CHRISTIAN KASSA

Power BI | Healthcare KPIs | Patient Flow | Power Automate | Azure AI

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## WORK EXPERIENCE

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### 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

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### BSc in Information Studies

University of Wisconsin–Milwaukee

Graduated: 2021

## PROJECT

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### 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

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- **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

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