

First Last

Big City, State / (555) 555 5555 / XXXX@[domain].com

Efficiency-driven change agent with significant experience in patient care and administrative environments. Applies strong critical thinking and problem solving skills to produce meaningful analysis for supporting business decisions. Exceptional administrator with keen interpersonal, communication, and organizational skills.

EDUCATION

State University
Bachelor of Science
Biology
2013

Local Community College
Certificate of Achievement
Business Administration
2016 – Current

SKILLS

- + Business Application Support
- + Healthcare Revenue Cycle
- + Electronic Data Interchange (EDI)
- + Root Cause Analysis
- + Report Generation
- + Training and Mentoring
- + Claims Adjudication

AFFILIATIONS/ INTERESTS

- + [State] Dept of Public Health
Phlebotomy Technician 1
- + [Business Fraternity]
Founding Class
- + Sustainability Initiatives
- + International Travel
- + Vintage Vinyl

PROFESSIONAL EXPERIENCE

DATA SUPPORT ANALYST at Large Healthcare Company 2
City, State ▪ March 2016 to present

- + Translate business requirements into application production; troubleshoot and ensure consistent performance across platforms
- + Leverage EDI information in developing application enhancements; build auto-population features to streamline workflow
- + Extract and validate conditions for application data update requests
- + Construct and maintain application logic governing business decisions
- + Improve business rules engine performance by initiating clean-up projects in the maintenance environment

PATIENT ACCOUNT SPECIALIST at Large Healthcare Company 1
City, State ▪ January 2014 to March 2016

- + Assessed and refined business process design for revenue operations projects; including bad debt and aged AR reduction, Medicare Advantage and Exchange collection strategy, and training/development workshops
- + Analyzed revenue data and documented payer behavior trends to support contract negotiations
- + Administered AR portfolio for 6 [State] clinics; maintained a monthly cash collections yield greater than 131%
- + Performed as Medicaid collection lead assisting in resolution of claim processing issues to net a payment in excess of \$1.5 million AR and a DSO reduction from 108 to 75 days over 3 months

BILLING DEPARTMENT LEAD at Private Medical Practice
City, State ▪ March 2012 to September 2013

- + Orchestrated work flow and conducted training with 2 Billing Representatives; upheld QA standards for claims production
- + Established standard operating procedures; defined best practices for billing and collections processes
- + Introduced automated clearinghouse service for claims billing leading to a 60% reduction in untimely filing denials