Nicholas P. Ramsay

18/15-19 Erskineville Road, Newtown NSW 2042| 0404 470 705 | NickRamsay1989@gmail.com

A dedicated, highly-qualified, results-/detail-oriented professional with expertise in data analysis and solution design, and experience leveraging data using SQL and Excel to identify trends that isolate problems and that leverage that same data to identify/implement solutions. Additional experience in providing superior levels of customer service, implementations, and documentation by teaching/training clients and producing custom solutions. A collaborative communicator; adept at building and nurturing relationships with peers, management teams, clients, internal departments, and external agencies.

Core competencies include:

Research & Analysis | Problem Solving | SQL | Data Analysis | Solution Design | Project Management | X12 EDI Files | Documentation | Teaching & Learning | Software Implementations | Customer Service | Electronic Medical Records | Healthcare Information Technology | Microsoft Office | Historical & Political Research | Communication | Regular Expressions | JIRA | Agile | Salesforce.com | Business Travel

---

PROFESSIONAL EXPERIENCE

ATHENAHEALTH, INC., Watertown, MA, USA
Senior Posting Performance Associate   01/2017 – 04/2018
ERA Automation Associate   06/2014 – 01/2017

Significantly improved operations by automating posting of remittance transactions from 835 formatted Electronic Remittance Advice files; analyze data to identify patterns in file composition; and match composition to insurer's intended transactions. Optimize accuracy and streamline efficiency of all remittance transactions by designing automated posting logic. Wrote proactive queries/workflows to reduce client work and internal unit costs. Innovated workflow and automation enhancements to optimize the athenaCollector product's overall automation, workflows, and efficiency. Resigned from role in April 2018 to relocate for wife's career.

Selected Achievements

- Designed SQL and implemented workflows to expand the scope of unpostable routing rules within athenaNet, thereby eliminating 1.9 million units of manual work per month since 07/2016. Helped to train and organize a separate team to begin implementing these new rules.

- Planned SQL and implemented a workflow to optimize remit-claim insurance matching logic that has eliminated more than 125K units of monthly manual work since 07/2016.

- Built support for and implemented multiple proactive solutions/workflows to shift the team's focus from reacting to, and designing solutions for, escalations to leverage data to proactively flag issues and implement solutions before they affected clients.

- Created complex logic for posting United Healthcare CSA payments to ensure the proper posting of CSA payments and patient responsibility on 1M+ claims thus far.

- Built complex logic for identifying when Medicare, as a primary insurer, made an error forwarding crossover claims to secondary payers to keep clients from having to work on unnecessary denials, thereby saving clients from unnecessarily having to drop 1,695,907 claims thus far.

- Designed SQL to continue measuring volumes and spikes in compliance and formatting violations in EDI files received from insurance companies.

- Promoted to Senior Associate in January 2017

- As a Senior Associate on the Claim Posting Optimization sub team, played a role in leading and guiding newer Associates/Analysts to help them make the best decisions in situations that may be new to them.

MEDITECH, Westwood, MA, USA
Application Specialist, B/AR Electronic Claims   10/2011 – 06/2014

Implemented the electronic claims portion of Billing/Accounts Receivable software with hospitals, including 5010 837 submissions, 5010 835 remits, and State submissions, 270/271 eligibility files, 276/277 CSI files, and 999 acknowledgement formats; met with hospital staff to achieve optimal setups before go-live dates. Assisted client onsite with optimizing software functionality; troubleshot issues to provide resolutions to

customers and input for product development. Provided technical support/service from start date to four months post-live.

Selected Achievements

- Implemented, trained, and supported electronic claim/remittance software for over a dozen hospitals.
- Helped design critical access functionality splitting inpatient and outpatient billing/claims, also trained and implemented first hospital to use functionality (see link).
- Performed a streamlined, three-month implementation of claims software for a NY pediatric facility.
- Supported/optimized Illinois COMPdata State Data submission to support one of Meditech's largest clients with most robust record volumes.
- Helped support, design, and implement flat-file state data submissions for hospitals in Vermont, Louisiana, and Nebraska

EDUCATION & CERTIFICATIONS

TEFL Certification, TEFL Institute, Chicago, IL, USA

Bachelor of Arts in History/Economics, University of New Hampshire, Durham, NH, USA

Honors Society, University of Southern Maine, Fall 2007-Spring 2008

COMMUNITY INVOLVEMENT

Volunteer, UNH Circle K, 10/2010-05/2011

Peer Homework Tutor, Gorham High School, Fall 2006 to Spring 2007