**Monique Bass, rhia,pmp, psm**

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Information technology services professional skilled in business analysis within Healthcare industry focusing in quality assurance and project management while driving project success.

AREAS OF EXPERTISE

• Quality Assurance • SQL • REACT

• AGILE/Waterfall/SDLC • HTML/CSS/SASS • BOOTSTRAP

• JIRA/ TFS/MS Project • JavaScript • Report Management

• Requirements Gathering

KEY QUALIFICATIONS

* Advanced knowledge of Revenue Cycle and Financials, to include admissions, registrations, billing, electronic billing using 5010, 835, 837 formatting. Also HIM software using ICD-9/ICD10 diagnosis codes.
* Skilled at communicating with key stakeholders to develop mitigation plans to avoid risk, resolve issues when needed, and manage all levels of challenging situations
* Advanced skills with regards to requirements gathering, scope determination, and documentation of project specifications for all project types and sizes
* Excellent motivational skills to build and sustain forward growth momentum while motivating peak individual performance from team members
* Advanced knowledge of, and experience with, the MS Office suite of applications, including Microsoft Project, Excel, Outlook, PowerPoint, SharePoint, Vizio, Word, and PowerBI
* Over 10 years in information technology currently transitioning into Project Management Role
* Successfully passed the Project Management exam Above Target March 2018

RELEVANT WORK EXPERIENCE

**Broadcast Music Industry (BMI), Nashville, TN 2018-Current**

**SR QA Analyst (Contractor)**

* Reported on test group activities to Sr Project Managers, Development Managers and Product Owners, (Test Execution, Defect Reports) participated in defect review meetings
* Obtained sign off on all the testing activities internally as well externally from Business Partners before the code is pushed to production
* Identified Risk for projects and reported during standup meetings
* Involved in **Smoke**, **Functional, Integration, Regression and User Acceptance Testing (UAT).**
  + Activities include completing story points to Agile user stories during planning meetings, preparing test plans and tracking test case writing and execution tasks across swim lanes in TFS board during daily stand-up meetings.
  + Performed Functional testing on Integrated environments to ensure software is functioning as designed
  + Performed Regression testing to ensure other artifacts were still working properly after newly introduced software changes implemented
  + Approved Software for User Acceptance Testing prior to deploying to Client Beta Environments
  + Improved product quality by developing root cause resolution summaries for defects found.

**Community Health Systems (CHS), Franklin, TN 2016-2018**

**Lead Analyst / Junior Project Manager (Contractor)**

* Created Software Requirements Specification documents by analyzing and understanding the business requirement documents for newly designed Netdown Software.
* Collected additional requirements for Netdown Software by engaging Stakeholders for new discoveries
* Oversaw project teams concerning business objectives and tracked progress in Service Now Project Management software to ensure project milestones were completed on time, on budget and with the desired scope results.
* Developed and maintained process workflows, procedures, presentation materials, per project requirements
* Communicated pertinent information to all team members in a proactive manner, such as changes in schedule dates, project's requirements, risks, and/or issues
* Cooperated with the SR Project Manager in various activities such as resource allocation, executive status reports and in meetings with upper management

**MEDHOST, Franklin, TN 2010-2015**

**QUALITY TEAM LEAD/ SCRUM MASTER**

* Constructed and executed high level and detailed level test plans and test scripts.
* Performed production deployment and the Business verification testing.
* Participated in QA team and Bug tracking or Defect Review meetings.
* Performed manual testing on different Modules of the Application by executing the Test Cases
* Scripted detailed **Test Plans** outlining the test schedules, hardware and software required, test data, business functionalities to be tested, testing strategy to validate the key business process.
* Managed an Offshore team of QA testers introducing newly designed software.
* Led and trained over 10 senior analysts, analysts and contractors, attended meetings, forecasted resource estimates, compiled status reports, provided technical interviews for new hires.
* Trained new team members which assisted management by conducting E-meeting (Visual Teleconference) presentations on AS400.

**MEDHOST, Franklin, TN 1999-2009**

**REVENUE CYLCE APPLICATIONS SUPPORT ANALYST- TEAMLEAD**

* Troubleshooted and resolved application issues escalated from end users using AS400 software
* Opened and documented defect tickets
* Provided training for Software product in a call center environment.
* Provide follow-up to clients on status of unresolved software issues.
* Managed team members to ensure calls are resolved in an efficient manner.

**EDUCATION:**

***Nashville School of Software,*** *Full Stack Web Development started January 2020*

***Tennessee State University,*** *B.S. Health Information Management (Received R.H.I. A. Certification)*

***New Horizons Computer Learning,*** *Project Mgt Certification Course (PMI, Certification received Mar 2018)   
(Professional Scrum Master Certification received 2018)*