

IT Software Analyst IT Software Analyst IT Software Analyst - PlanSource, Inc Brooklyn Park, MN
Work Experience IT Software Analyst PlanSource, Inc June 2013 to Present in dynamic, complex
and charged Health Care Exchange marketplace. Project Analyst working with Utah Health
Exchange to deliverable: Broker/Agent administrative process and user interface. Responsibilities
included: Gather business requirements Create IT business requirements document inclusive of
Visio user experience process flows, mock screens, new database elements, etc. Turnover to IT
Deliver, test Successful deploy and release to production Vendor interface feed to render
reimbursement to carriers, brokers and other administrative agents delivering Health Exchange
products. Responsibilities included: Key contact with Vendor Mapping spec document with full
documented understanding and translation to PlanSource database Working with IT and Business
Team to define additional and required database fields Testing Delivery of Production feed IT
Project Manager Children's Hospital and Clinics September 2012 to June 2013 for infrastructure
build out of clinics acquired by Children's Medical Center. Clinics included PACE Pediatrics (phone
upgrade and installation), ENT & FPS (network build-out, phones, devices, software retirement,
licensing), NE Pediatrics (new building, optical ethernet, low voltage, device placement, data closet,
and all IT infrastructure installation). Led team of 20+ people, creation of project plans, weekly
meetings, issue tracking, budget, and presentation to senior staff. Project Manager Self-Employed -
Linda Knapp, LLC January 2010 to September 2012 Education MBA in Health Care Management
University of St. Thomas November 2002 BS in Biology Michigan Technological University October
2002 MBA in Finance University of Rochester - Rochester, NY MS in Community Health School of
Medicine and Dentistry at University of Rochester Skills Visio, Excel, Balsamic, MicroSoft Office
Suite, Project Management tools

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