

Senior Business Process Analyst / Project Manager Senior Business Process Analyst / Project Manager Senior Business Process Analyst / Project Manager - Conifer Health Solutions Carlsbad, CA Work Experience Senior Business Process Analyst / Project Manager Conifer Health Solutions - Dallas, TX April 2018 to Present Analyze workflow and identify problems and opportunities for improvement ? Analyze data for insights to improve speed and efficiency of collections teams and process areas. Build complex SQL queries to mine data and create reports for multiple departments Design, build, update, and document efficiency tools for the Production Lifecycle Management department Ensure workflow documentation and collector job aids are up to date and accurate, in accordance with current Healthcare and Collections laws Monitor and QA test changes in the workflow engine Manage and build out new client integrations Provide training for new hires and collections specialists Major accomplishments ? Designed, built, and performed QA testing on new productivity tools in Excel VBA to increase account troubleshooting speed ? Analyzed data regarding collections productivity to identify areas to improve workflow and staffing ? Optimized collections letter and call frequency to reduce waste/cost and increase efficiency Senior Data Analyst / Project Analyst ResMed - San Diego, CA November 2017 to January 2018 Own and drive daily administration, management, and support of Oracle OIC application, data and processes Lead data integrity initiatives to assure sales data used in sales compensation is complete and accurate Query for data and build easy-to-read reports for management and executive teams Scrub tracings files received from corporate account customers. Prepare and load tracings into the database Manage sales data change requests from the sales force to move revenue between sales reps requiring validation, documentation and timely execution Maintain reports used by the sales force to assure they are complete, accurate and delivered on time Write and maintain documentation on processes, policies, and configuration of workflow to assure data integrity Conduct root cause analysis and use problem solving skills to help find solutions to break/fix situations Senior Data Analyst Corrigo - Allen, TX May 2017 to October 2017 Perform software configurations, ensuring alignment with defined standards Use SQL to query and build client-specific databases Perform data remediation and standardization for loading into the Corrigo

product; perform data loads Identify issues with data and work with the Customer to correct

Major Accomplishments Built tools in Excel VBA to Extract data from the customer databases, Transform it into data that our databases could handle, and Load it into our database. Built data validation tools in Excel VBA, reducing errors and time spent, enabling us to increase our client migrations per wave from 5 to 12 in just 4 months Business Process Analyst / Project Manager Conifer Health Solutions - Frisco, TX April 2015 to May 2017 Research and resolve client requests for changes in Healthcare revenue cycle workflow Increase efficiency of collection efforts for over 900 collections specialists, and ensure compliance with changing Healthcare and Collections laws Analyze and monitor data to ensure that process automation and workflow changes are functioning properly Write detailed technical documentation for workflow automation, end user documentation, and job aids Query for and clean up accounts that have encountered errors in workflow, average \$500,000 per week Major Accomplishments Designed and built two tools in Excel that reduced query design and execution times by 90%. These worked by passing variables from excel via VBA, over ODBC, to SQL as a self-assembling query Redesigned process in collection letter track redesign, reducing staff efforts from 240 hours to 3 hours, while eliminating errors Data Management Specialist PEG Bandwidth - The Colony, TX March 2014 to March 2015 Update and ensure accuracy of Outside Plant (OSP) tasks in Verax Project Management software Create and distribute reports for cell tower construction status using MS SQL Server Compile data into easy to understand reports using Tableau Audit and ensure data integrity Identify, research, and correct errors Business Data Analyst - Junior DBA - SSRS Real Time Resolutions - Dallas, TX August 2013 to March 2014 Monitor and report on daily financial performance using Microsoft SQL Server and SSRS Compile and deliver data, process batch record updates, and automate common tasks Maintain and optimize database tables and views Design and implement database-integrated mail campaigns in Crystal Reports IT Help Desk Technician December 2012 to August 2013 Diagnose, troubleshoot, and resolve software and hardware issues via phone, & remote desktop Create and manage user accounts, control user permissions & set up VPN access for internal employees Design online help desk website to assist users with frequently addressed problems Document

solutions to ensure a consistent end user experience Education MBA in Business Administration University of Texas at Dallas - Dallas, TX December 2010 Bachelors of Science in Business Administration University of Texas at Dallas - Dallas, TX May 2008 Skills DATA ANALYSIS, DATABASE, SQL, PYTHON, VBA, PIVOT TABLES, EXCEL, MICROSOFT EXCEL, DOCUMENTATION, REQUIREMENTS GATHERING, WORKFLOW, HEALTHCARE, PROBLEM RESOLUTION, TRAINING, MAINTENANCE Assessments Spreadsheets with Microsoft Excel Expert August 2019 Measures a candidate s Microsoft Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals. Full results: https://share.indeedassessments.com/share_assignment/dw0mo5y-vdfkpovj Data Analysis Expert August 2019 Measures a candidate's skill in interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data. Full results: https://share.indeedassessments.com/share_assignment/u1ku-caeub-0m7eq Problem Solving Expert August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/scg8eeqt6bplsmn6 Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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