*Detail-oriented and driven business professional who excels in analytics, visualization, and data solutions. Passionate about finding the root cause of problems and presenting data at the right level. Presenting data driven business decisions to leaders.*

# EDUCATION and CERTIFICATIONS

# Bachelor of Arts in Information Technology Management. Concordia University, St. Paul, MN. GPA 3.84. Magna Cum Laude (2/2017)

# Tableau Desktop Certification. (4/2021)

**SKILLS AND ABILITIES**

**Healthcare Finance Analytics**

* Establish and follow best practices related to data analytics and visualization
* Acquire and transform data to optimize for analytics and visualizations
* Build and maintain analytical models to gather and report critical information
* Conduct monthly Internal Control Evaluation (ICE) reviews for fee changes
* Provide analytics for upper leadership stakeholders (Chief Financial Officer, Board of Governors, etc.)
* Use root cause analysis to answer senior leaders’ questions about revenue streams
* Develop and utilize accurate processes to ensure data integrity for government public reporting
* Create models demonstrating status on key performance indicators
* Design visual solutions for storytelling and to explain financial trends
* Collaborate with other internal finance teams to accelerate solution development
* Provide IT support, train, and mentor colleagues on how to develop analytics and visualization solutions

**Technical**

* Perform software user acceptance testing for Tableau and Craneware (for charge master management)
* Develop Tableau dashboards for interim fee control to monitor changes for auditing and reporting to leadership
* Utilize knowledge of Epic
* Manage data extracts and develop CDM team databases
* Develop databases
* Utilize structured query language (SQL) for database management
* Analyze and provide feedback on revenue system
* Post data and monitor web traffic metrics on government-required price transparency website
* Develop and document solutions for processes to support handoffs
* Exhibit proficiency with Microsoft Office Suite products and serve as team member resource for Excel

**Project Management/Business Management**

* Created business plans and financial projections
* Managed all aspects of several retail optical stores and lens production labs including
  + Budgets, profit and loss analysis, inventory, and store lease negotiations
  + Product inventory (including buying and negotiating vendor agreements/contracts)
  + Recruiting, hiring, and training of new employees (direct reports and contracted)
  + Industry and product training for employees and clients
  + Customer service and problem resolution
* Served as financial analysis trainer and mentor for colleagues (other store managers)
* Developed processes/procedures and documentation for region-wide adoption

**EMPLOYMENT**

**Mayo Clinic,** Rochester, MN(2012-present)

***Revenue Analyst II (previously Revenue Analyst I).*** Strategic Pricing and Chargemaster, Finance

***Financial Representative.*** Precertification Unit, Finance

***Customer Service / Dispensing Optician.*** Optical Laboratory

**Luxottica** (1995-2005;2008-2015)

***Store Manager/******Optician /Lab Manager.*** PearleVision, Inc., Rochester, MN (2004-2005; 2009- 2015)

***Independent Optical Sales Consultant.*** Minnesota, Wisconsin, Iowa, Nebraska, South Dakota (2008-2009)

***Store General Manager.*** LensCrafters, Rochester, MN (1995-2004)

**Compulink** (2011-2012)

***Training Specialist (Independent Contractor) for electronic medical record.*** Nation-wide (remotely)

**Adventure Optical** (2005-2008)

**Owner / President.** Stewartville, MN

**ADDITIONAL PROFESSIONAL ACCOMPLISHMENTS**

* Represented Mayo Clinic at Craneware summit
* Received two Mayo Clinic Teamwork Awards
* Selected for Luxottica Horizon Club – Highest award for customer service, volunteerism, and performance
* Received regional award for “Salesperson of the Year” and 11 awards for “Legendary Customer Service”
* Participated in Analysis Team for Exam Development for American Board of Opticianry Certification (ABOC) and National Contact Lenses Exam Certification (NCLEC)
* Selected as questions writer for ABOC Exam due to demonstration of an extremely high technical aptitude

# ADDITIONAL LEADERSHIP and VOLUNTEERISM

* Member of Tableau Enterprise Group (2019-present)
* Information Security Ambassador (2019-present)
* Wellness Champion (2013-present)
* Revenue Personal Computer Expert Team Member (2018)
* Selected to participate in 5 International *Give the Gift of Sight* missions to provide eye care for thousands of patients in Peru, Thailand, Tunisia (Optical Leader), Baja Mexico (IT Leader), and the Mexico Children’s Gift of Sight Clinic (Mission Leader)
* Elected to church Pastoral Council, later appointed Chairperson, then Parish Trustee