

Cali E. Mitchell
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ANALYST

Highly-driven, detail-oriented IT professional with strong communication, problem-solving and analytical skills. Experienced in BA and QA in an agile development .NET and MS SQL Server environment, with a strong background in Operations, in the healthcare SAAS industry.

Experience:

-ZirMed, now knowns as Waystar, Louisville KY

July 2008-Current

QA Analyst Advanced, October 2015 to current

Created and executed test suites for manual tests using MTM (Microsoft Test Manager)
Identified and tracked defects, working with developers to correct bugs or missed requirements, to ensure defect-free deployments to production.

Performed functional, integration, end-to-end, security, regression, user acceptance and smoke testing of a wide variety of internal business and customer-facing desktop and web applications as well as testing of custom reports to ensure valid data and requirements met.

Project Specialist, October 2013 to October 2015

Defect Specialist - Gate keeper of all things defects for all the company's products and applications.

Lead weekly/monthly meetings with multiple departments (Ops/Tech) and development teams to prioritize defects and track cases' status.

Collected, analyzed and created reports and control charts on defect case data (number created/rejected/status/etc). Presented findings to Director and VP of Operations each week.

Monitored escalation cases to ensure communication relayed.

Created the process that is currently used by all of Operations for the handling of defects. Trained fellow Operations colleagues on the process, including:

Troubleshooting and assessing severity of cases, tracking case progress, communicating effectively with Technology and Ops.

Received Green Belt Certification in Six Sigma. Worked on Six Sigma project that simplified the defect process by reducing the number of child cases attached to defects.

Org Readiness Specialist, January 2013 to October 2013

Ensured seamless trouble-free transition for all clients newly subscribing to our suite of remits products.

Worked closely with clients to understand any custom requirements and was the liaison responsible for effectively communicating any such requirements to Tech and Ops.

Clearly communicated back to the customer what came out of discussions with Tech and Ops in order to prevent any unpleasant surprises.

Project management duties as assigned; created training documents and implemented throughout multiple departments for multiple projects. Assisted other departments (non-technical) on calls with technical partners. Lead feedback groups for new products in beta mode and relayed that information to technology teams. Weekly updates with VP of Operations on status of all open/ending projects.

Customer Support Representative, April 2010 to January 2013

Answer incoming ACD calls; across all Applications

Assist providers with any and all questions - troubleshoot claim rejection, missing remittances, etc)

Create Rule Requests to send to Technology

Train the Remittance application to all ZirMed users; became a subject matter expert

Assist coworkers with Enrollment and Remittance questions

Direct point of contact for hi profile clients with the remittance application

Assigned to email support; Research all direct email questions/concerns within 24 hours of receipt

Completed through documentation

Worked with payers to receive resolution on escalated issues

References available upon request