MELISSA METZ, RHIA, CHDA
W6049 QUARTER LANE WESTBORO, WI 54490| 715-316-1853
METZMA25@GMAIL.COM| www.linkedin.com/in/melissa-metz-mha-rhia-chda-b64665b9

CAREER SUMMARY

Product Owner • Business Analyst • Project Management • Process Improvement

A product owner/ solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Who thoroughly enjoys opportunities and challenges to identify areas where solutions for enhancing customer experience, user workflow, and corporate/government compliance that lead to more efficient operations.

- *In my experience as a product owner, I have been able to take the lead on various medium to large projects and be a bridge between business stakeholders and development teams resulting in high-quality software solutions and enhancements.*

"Melissa is a fantastic Business Analyst and really gets to the core of the issue when putting together specifications for User Stories on our backlog. She really understands healthcare from a physician standpoint, providing a seamless bridge to the development teams that work on the tasks she helps put together. She also tests applications thoroughly and with great understanding of the business cases that the software is meant to solve. Her enthusiasm is contagious, and she is a joy to work with on our team." – Alex Nelson, Marshfield Clinic Health System Information Services

AREAS OF EXPERTISE

- Business Analysis
- Project Management
- Business Process Improvement
- Software Documentation
- Healthcare Information Technology
- Revenue Cycle Management
- Stakeholder Engagement
- Power BI
- SQL
- Data Analysis
- Agile Methodologies

PROFESSIONAL EXPERIENCE

Cloudmed, Atlanta, GA   2022

Cloudmed helps healthcare systems get paid for the care they provide, with industry-leading expertise and data-driven technology, that maximize outcomes and recovers underpaid or unidentified revenue for over 3,100 healthcare providers in the United States.

IT Business Analyst

Major Projects: CloudmedAI report design/creation, facility mapping, report design standardization
Duties: Collaborate with Business Leaders to elicit requirements, Plan and Strategize for legacy data solutions for future report scalability and integration with various data sources, Support Management and Prioritization of Data Warehouse development backlog for CloudmedAI

Savista RCM , Alpharetta, GA   2021- 2022

Savista is a prominent provider of healthcare revenue cycle management services. Savista partners with healthcare organizations to problem solve and deliver revenue cycle improvement services that enable their success, support their patients, and nurture their communities.

Analytics Manager

Major Projects: Data Migration, Operational PowerBI Packages & Reports, Strategic Client Data Solutions
Duties: Oversee a team of 5 developers that provide reporting solutions in PowerBI and SSRS, Collaborate with Business Leaders to elicit requirements, Plan and Strategize for data migration and client data solutions for future report scalability and integration with various data sources.

Mid-State Technical College   2020 – 2021

Mid-State Technical College is one of 16 regional colleges in the Wisconsin Technical College System with campuses in Adams, Marshfield, Stevens Point, and Wisconsin Rapids.

Adjunct HIM Faculty- Part-time

Major Projects: Intro to Health Information Course and Inroduction to Diagnosis Coding
Duties: Plan course work for instruction, Review student course work and respond to student needs, collaborate with other faculty within Health Information Department, participate in continuing education for faculty.

Inclusa, Stevens Point, WI   2018 – 2021

Inclusa manages the provision of a person-centered and community-focused approach to long-term care services and supports over 15,500 Family Care members across its 51-county service region in Wisconsin.

BI/Data Warehouse Product Owner   2020-2021

Major Projects: Enterprise Data Warehouse, Operational Report Conversion, and CoE Establishment
Duties: Support Management and Prioritization of Data Warehouse development backlog: Determining and maintaining Enterprise Data Warehouse roadmap aligning with Organizational leaders on strategy; Involved in Center of Excellence Business Intelligence and Community of Practice for newly formed Business Intelligence team; Support Operational BI analysts and prioritization and maintenance of operational report conversion to Power BI.

IT Business Analyst   2018-2020

Major Projects: Transportation-Mileage Reimbursement, homegrown software MATRIX enhancements, and Digital Transformation to Microsoft Dynamics of homegrown systems
Duties: Support end users; Research and gather requirements for projects, maintenance, and enhancements; Develop training materials and support training of colleagues on IT software changes; and Work closely with Operations on various implementations of software requests

Aspirus, Inc, Wausau, WI   2017-2018

Aspirus is a non-profit, community-directed health system with more than 7,600 employees, Aspirus serves communities throughout 14 counties in northern and central Wisconsin, as well as the western Upper Peninsula of Michigan with nine hospitals, over 50 clinics, home health and hospice care, pharmacies, critical care and helicopter transport, medical goods, nursing homes and high-quality affiliated physicians.

Epic Applications Analyst- Hospital Billing

Major Projects: MyAspirus Financial Tools, Service Area Consolidation, Cash Account Consolidation, User-based Cash Drawers, Credit Card Roll-out across system, Resolute Autopay implementation
Duties: Research and build hospital billing functionality inside Epic, Resolve tickets and end-user incidents, Test software to ensure changes meet user specifications and quality specifications, Work closely with operations on various   implementations of functionality

Marshfield Clinic Information Services (MCIS), Marshfield, WI   2016-2017

Marshfield Clinic Information Service provides software and technology solutions for Marshfield Clinic; the largest private group medical practice in Wisconsin and one of the largest in the United States, with more than 700 physicians representing over 80 different medical specialties, more than 6,000 additional employees, and over 50 locations in Wisconsin.

Business Analyst

Major Projects: Implanted Devices UDI Technology, Clinicals Coder, Immunizations Charge Capture Algorithm, Medications Charge Capture Algorithm
Duties: Research and analyze Revenue Cycle needs for EHR product, Test and ensure quality in product software for delivery, Research the most current practices within the RCM/HIM domain best practices, Manage various projects and lead development efforts for those projects

EDUCATION

Valparaiso University

Major: Healthcare Administration with emphasis in Health Informatics
Degree Type: Master of Science

University of Wisconsin– Green Bay

Majors: Health Information Technology & Health Information Management
Degree Type: Bachelor of Science

CERTIFICATIONS

RHIA (Registered Health Information Administrator)-
     American Health Information Management Association (AHIMA)   2016
CHDA (Certified Health Data Analyst)-
     American Health Information Management Association (AHIMA)   2018
PMI-ACP
     Project Management Institute   2020