Lujean El-Hadri

Tampa,FL | 8134107014 | elujean@gmail.com | | LinkedIn | Portfolio

Professional Summary

Healthcare analytics professional with experience in data-driven process improvement, automation strategy, and population health analytics. Skilled in Power BI, predictive modeling, and transforming complex data into actionable insights that enhance care quality and operational efficiency. Passionate about leveraging informatics to build smarter, more equitable healthcare systems

.Skills

Data & BI Tools: SQL, Power BI, Excel (formulas, pivots, Power Query, charts, graphs) || Automation & RPA: Power Automate, Python (pandas, numpy), Workflow Design, Process Automation || Healthcare Systems: EMR/EHR, CPT & ICD-10, Claims Processing, Denials Management, AR Follow-up || Analytics & Reporting: Automated Reports, KPI Dashboards, Data Warehousing Concepts || Process Optimization: Workflow Automation, Contract Negotiation, Revenue Cycle Optimization || Other: HIPAA Compliance, Healthcare Analytics, Strong Communication & Organizational Skills

Projects & Highlights

- SMS Outreach Campaign (Mock Project): Designed an automated reporting workflow simulating Humana outreach operations. Used Python, SQL, and Power BI to build scoring models, KPIs, and dashboards aligned with STAR measures.
- Power BI Dashboards: Created interactive dashboards with DAX measures, drill-through features, and KPI tracking for healthcare claims and care management analysis.
- AURA & NAVIGAIT Projects: Developed BI/RPA prototypes showcasing SQL-based data models, workflow automation (Power Automate), and enterprise-level dashboards.
- Python Data Automation: Built scripts and Jupyter notebooks to clean, transform, and visualize data, reducing manual reporting and enabling repeatable analytics.

Professional Experience

Humana – Tampa, FL (Remote)

Care Management Support Assistant III | Dec 2024 – Present

- Conduct targeted outreach to SNP members to complete Health Risk Assessments (HRAs), ensuring timely data capture that drives risk stratification, care planning, and START rating improvement.
- Identify and address gaps in care (e.g., screening, medication adherence) through coordinated outreach, improving compliance with CMS STAR measures.
- Document member responses and care barriers, supporting both clinical decision making and enterprise accuracy.
- Contribute frontline data to predictive analytics and risk stratification project by completing HRAs, supporting population health models and care management strategy.

Florida Psychiatric Center – Tampa, FL

Patient Care Coordinator/Billing Specialist | Sep 2020 – Feb 2022

- Developed and maintained automated AR and claims reports in EMR systems to improve reconciliation and financial tracking.
- Analyzed claims data to identify denial trends, enabling process improvements and reporting accuracy.
- Partnered with providers and insurers to ensure data integrity and compliance in claims documentation.
- Applied workflow automation and reporting enhancements to streamline claims resolution.
- Negotiated payer contracts supported by comparative data analysis to optimize revenue.

Lutz Endodontics – Lutz, FL

Administrative Coordinator III – Billing & Claims | Aug 2019 – Oct 2020

- Managed claims submissions, appeals, and credentialing; built Excel dashboards and automated trackers to monitor reimbursement and provider performance.
- Generated financial and operational reports to improve workflows and support decision-making.
- Conducted comparative data analysis for payer negotiations, improving rates and contract outcomes.
- Applied reporting and workflow optimization to reduce delays and improve claims visibility.
- Supported data-driven marketing reports to track referrals and practice growth.

University Pain Management – Tampa, FL

Administrative Coordinator II – Billing | Sep 2015 – Aug 2019

- Processed, validated, and submitted claims data across Medicare, Medicaid, and commercial payers.
- Conducted accounts receivable analysis and reconciliation reports to improve collections and provide leadership insights.
- Developed EHR workflow enhancements to streamline scheduling, documentation, and reporting.
- Investigated denials and applied data-driven resubmission strategies to reduce lost revenue.
- Produced financial and trend analysis reports for inventory and cost management.

Education & Training

Bachelor of Science in Health Sciences - University of South Florida, Dec 2020 Concentrations: Health Management & Biological Health Sciences

Master's in Health Informatics – Purdue Global, Estimated completion: Nov 2026 Concentration: Health Information Management

Microsoft PL-300: Power BI Data Analyst (In Progress) || SQL, Python (Pandas, NumPy, Matplotlib) - self-directed project