# Tim Scallon

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## Experience

**BUSINESS LEAD, PROVIDER SYSTEMS AT GAINWELL TECHNOLOGIES – 2021-2024**

Guided and scheduled system implementation and maintenance for the Provider area of the WI Medicaid Management Information System (MMIS), orchestrating project hours estimates in accordance with allocated funding buckets and measuring against actuals. Excelled as business liaison to the WI Department of Health & Human Services, hosting regular project update meetings regarding timelines, evolving requirements, and potential roadblocks or issues. Evaluated, drafted, and approved project design documents, charters, and requirements matrices to ensure design completeness and efficiency. Researched database and user interface structures to recommend functionality enhancements and process improvement initiatives. Collaborated daily with Provider Technical Lead counterpart to research and resolve data integrity issues and questions presented by state auditors and the operational application processing team. Mentored analyst teammates and guided client stakeholders, providing regular live instruction of software application techniques and business processes.

**BUSINESS ANALYST AT GAINWELL TECHNOLOGIES – 2016-2021**
**(FORMERLY KNOWN AS DXC TECHNOLOGY AND HEWLETT-PACKARD ENTERPRISE)**

Handled sensitive and confidential data routinely per HIPAA rules with care and a strict sense of ethics. Translated complex ideas between technical and business staff on internal and client project teams, ensuring group alignment and limiting rework. Researched and prepared change orders in collaboration with developers for software implementation releases. Performed pre-release testing and post- implementation verification of monthly upgrades to the enterprise system efficiently, logging and thoroughly retesting defects. Configured Provider subsystem objects and Medicaid letter text. Crafted documentation for business requirements, software configurations, test plans, and test results. Planned client and internal project meeting agendas. Responded to and investigated system concerns and issues submitted by application processing staff and the client.

**WRITING FELLOW AT UNIVERSITY OF WISCONSIN - MADISON WRITING CENTER – 2011-2015**
**UNDERGRADUATE ASSISTANT DIRECTOR, WRITING FELLOWS PROGRAM – 2013-2014**

Team member and leader of professional program for undergraduate peer tutor writing specialists. Produced extensive feedback on student writing in diverse academic disciplines while closely working with professors and course faculty to refine and clarify assignment logistics, prompts and expectations. Met with each student to discuss conceptual goals and potential revision strategies. Developed and facilitated ongoing education colloquiums, teaching workshops, and social activities for colleagues. Evaluated applicant materials and conducted hiring interviews for candidate Fellows. Mentored and

tutored three annual cohorts of first-generation college freshmen in summer preparatory literature courses.

## Education

- University of Wisconsin - Madison — Bachelor of Science, Biology and English — May 2015

- University of Minnesota - Twin Cities — Certificate in Full-Stack Web Development — Sept 2024

## Code Skills

- Proficient in HTML and Intermediate CSS

- Proficient in Javascript (front and back end), including Node, Express, React, and JQuery

  - Skilled in work with third-party, local, and server-side API calls and MVC routing

  - Familiar with Jest and unit testing principles

- Experienced in SQL, via Oracle, mySQL, & Postgres

- Familiar with NoSQL: MongoDB and GraphQL

## Volunteer Work

Literacy Network in Madison, WI: English as a Second Language (ESL) tutor for reading/writing. Weekly sessions with assigned adult students for ~1.5 years.

## Interests & Activities

NAACP, 4050-B Minneapolis Branch

## CV/Publications

"Race to Face: Contact Zones in the Writing Fellow Conference," Writing Across the Curriculum Colloquium. UW-Madison, Madison, WI, Spring 2011.

*Physical and Mental Activity and Their Effects on Short-Term Recall and Task Anxiety*, Journalof Advanced Student Science (co-authored, 2015).