

MATTHEW DAVID SCOTT

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## STRATEGIC SOLUTIONS ANALYST - HEALTHCARE TECHNOLOGY

Technical Liaison & Client Success Professional with 9 Years Healthcare Systems Experience

### PROFESSIONAL SUMMARY

Strategic solutions professional with 9 years at Humana (Fortune 50) serving as technical liaison between business stakeholders and IT teams, providing analytical support, and managing strategic relationships for Medicare healthcare platform. Proven track record building client rapport, delivering analytical insights, coordinating cross-functional solutions, and exceeding service level agreements. Expert in healthcare payments workflows, SQL analytics, and professional client communication serving millions of members.

### CORE COMPETENCIES

- Client Relationship Management (9 years)
- Technical Liaison & Communication
- Strategic Account Management
- SQL & Data Analytics (Expert)
- Stakeholder Collaboration
- Microsoft Office 365 (Expert)
- Process & Change Management
- Healthcare Billing/Revenue Cycle Knowledge
- Healthcare Domain Expert (Medicare/Payments)
- Analytical Support & Data Analysis
- Cross-Functional Team Coordination
- Technical Troubleshooting
- Report Development & Presentation
- Training & Education Delivery
- Service Level Agreement Management
- Professional Communication (All Levels)

### PROFESSIONAL EXPERIENCE

#### Senior Risk Management Professional II (Strategic Solutions & Client Success Analyst)

HUMANA, INC. | Louisville, KY | November 2022 - August 2025

Strategic solutions analyst serving as technical liaison between business clients and IT engineering teams for Humana's Medicare platform. Provided analytical support, managed stakeholder relationships, and coordinated cross-functional solutions serving millions of members.

#### CLIENT RELATIONSHIP MANAGEMENT & STRATEGIC LIAISON:

- Served as escalated point of contact and trusted advisor for senior stakeholders across IT, Business, Legal, and Compliance teams, building long-lasting professional relationships through exceptional service and consistent delivery
- Acted as liaison between business stakeholders and technical teams for Medicare platform implementations, translating client needs into technical solutions and ensuring aligned execution
- Led Annual Enrollment Period (AEP) coordination - Humana's highest-revenue period (\$20B+) - managing strategic client expectations, technical dependencies, and cross-functional alignment with zero defects
- Built rapport with C-suite executives and strategic partners through active listening, professional collaboration, and proactive problem-solving

#### ANALYTICAL SUPPORT & DATA ANALYSIS:

- Provided analytical support through SQL-based data analysis, troubleshooting, and validation across Medicare platform databases serving millions of members
- Developed executive scorecards and analytical reports presenting data insights and recommendations to senior management and strategic stakeholders

- Performed complex data analysis identifying trends, opportunities for improvement, and potential issues requiring proactive resolution
- Coordinated multiple analytical projects simultaneously, established timelines, and managed internal and external resources

**TECHNICAL TROUBLESHOOTING & ISSUE RESOLUTION:**

- Provided technical troubleshooting and escalation management for strategic initiatives, working cross-functionally to achieve long-term solutions
- Led strategic stakeholder conference calls addressing complex technical issues, training needs, and customization requirements
- Identified opportunities for process improvement and operational efficiency, consulting on best practices and implementation strategies
- Managed technical aspects of third-party vendor relationships and audit processes requiring professional coordination

**HEALTHCARE DOMAIN EXPERTISE (Critical for Waystar):**

- 9 years deep knowledge of healthcare workflows including medical billing, payment cycles, and healthcare revenue operations from Medicare perspective
- Understanding of provider-payer dynamics, claims processing, and healthcare transaction flows - directly applicable to Waystar's payment platform client base
- Experience with healthcare data governance, HIPAA/PHI compliance, and regulatory standards governing healthcare payments
- Ability to educate strategic clients on complex healthcare concepts and regulatory requirements

**TRAINING, REPORTING & COMMUNICATION:**

- Developed, prepared, and analyzed reports for management review, presenting to various levels from operational staff to senior executives
- Provided ongoing training and education to stakeholders on platform capabilities, best practices, and available resources
- Professional communication skills (written and oral) honed through 9 years interacting with executive leadership and strategic partners
- Created detailed documentation, process workflows, and knowledge repositories for client education

**SERVICE LEVEL AGREEMENT EXCELLENCE:**

- Achieved 100% on-time delivery for 100+ time-sensitive strategic deliverables over 9 consecutive years - demonstrating commitment to exceeding SLAs
- Managed complex timelines and competing priorities with strong sense of urgency and accountability
- Self-starter requiring minimal supervision while maintaining exceptional organizational excellence and client focus

Risk Management Professional (Progressive Client-Facing Roles)  
HUMANA, INC. | Louisville, KY | January 2016 - October 2022

9+ years progressive experience providing strategic support, client coordination, and analytical services for healthcare systems.

#### Key Accomplishments:

- Built and maintained client relationships requiring trust, professional service delivery, and technical expertise
- Provided analytical support using SQL for data validation, reporting, and insights
- Coordinated cross-functional teams on strategic initiatives and technical implementations
- Created documentation and training materials for stakeholder education
- Handled escalated issues requiring rapid resolution and professional communication

Account Executive (Client Management & Coordination)  
MIGHTILY | Louisville, KY | July 2015 - December 2016

Client relationship manager coordinating service delivery across technical and creative teams.

- Managed 10+ strategic client accounts (\$40k monthly revenue) requiring relationship management and professional service excellence
- Coordinated cross-functional project teams ensuring client satisfaction and timely delivery
- Provided analytical reporting on client performance metrics and strategic recommendations
- Built long-lasting client rapport through exceptional service and proactive communication

#### EDUCATION

Bachelor of Science in Communication | University of Louisville | Expected 2025

- Dean's List, Fall 2013
- Focus: Professional Communication, Stakeholder Management, Analytical Communication

#### TECHNICAL SKILLS

Data & Analytics: SQL (Expert - complex queries, joins, analysis), Excel (Advanced - pivot tables, data analysis, reporting)

Microsoft Office 365: PowerPoint (client presentations), Word (documentation), Outlook (coordination)

Technical Systems: JIRA (project coordination), Salesforce (CRM/tracking), SharePoint (knowledge management)

Healthcare Systems: Medicare platforms, healthcare billing workflows, payment processing, revenue cycle

Analytical Tools: Data visualization, trend analysis, report development

#### HEALTHCARE DOMAIN KNOWLEDGE (Critical for Waystar Clients)

- 9 years Medicare/healthcare payment workflows and medical billing knowledge
- Understanding of provider operations, payer processes, and healthcare transactions
- HIPAA/PHI compliance and healthcare data governance
- Healthcare revenue cycle and payment processing
- Strategic client dynamics in healthcare (providers, payers, partners)

#### KEY STRENGTHS FOR STRATEGIC SOLUTIONS ANALYST

Client Service Excellence: 9 years building trusted strategic relationships through exceptional service, reliability, and professional collaboration

Analytical Support: Expert SQL and data analysis providing insights, troubleshooting issues, and presenting recommendations to management

Healthcare Expertise: Deep domain knowledge of healthcare payments, billing, and revenue cycle directly applicable to Waystar's client base

Technical Communication: Proven ability to translate complex technical concepts for diverse audiences from technical teams to C-suite executives

Cross-Functional Coordination: Managed strategic initiatives across multiple departments ensuring aligned execution and client satisfaction

Professionalism with High-Profile Clients: 9 years interacting with board-level stakeholders and strategic partners requiring discretion and polish

Strong Sense of Urgency: Perfect on-time delivery record demonstrating accountability and commitment to exceeding client expectations

Process Improvement: Identified and implemented opportunities for operational efficiency and enhanced client experience

Training & Education: Created documentation, conducted knowledge transfer, and educated stakeholders on complex platforms

#### WHY STRATEGIC SOLUTIONS ANALYST AT WAYSTAR:

This role perfectly combines my technical liaison background, healthcare domain expertise, and client relationship management skills. My 9 years coordinating between business stakeholders and technical teams at Humana - managing strategic relationships, providing analytical support, and delivering exceptional service with zero defects - has prepared me to serve as a trusted advisor to Waystar's most strategic clients and partners.

As a Louisville resident, I'm excited to contribute to Waystar's mission of simplifying healthcare payments while supporting the company's continued growth in our community.