

MATTHEW DAVID SCOTT

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TECHNICAL ACCOUNT MANAGER - HEALTHCARE TECHNOLOGY

Client-Facing Business Analyst with 9 Years Healthcare Systems Experience

PROFESSIONAL SUMMARY

Technical account management professional with 9 years at Humana managing stakeholder relationships, technical project delivery, and SQL-based data analysis for enterprise healthcare platforms. Proven track record as technical liaison between business clients and engineering teams, achieving zero-defect implementations through systematic governance. Expert in healthcare systems integration, SQL data validation, and cross-functional technical coordination serving millions of members.

CORE COMPETENCIES

- Technical Account Management (9 years)
- Client-Facing Technical Leadership
- Stakeholder Coordination (IT/Business)
- Technical Project Management
- Healthcare Domain Expert (Medicare/Payments)
- Technical Communication & Documentation
- SQL & Database Analysis (Expert)
- Healthcare Systems Integration
- Technical Requirements Gathering
- Data Validation & Quality Assurance
- Cross-Functional Team Leadership
- Executive Reporting & Metrics

PROFESSIONAL EXPERIENCE

Senior Risk Management Professional II (Technical Business Analyst)

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

Technical account manager role serving as liaison between business stakeholders and IT engineering teams for Humana's Medicare platform serving millions of members. Responsible for plan/pricing accuracy on Humana.com/medicare website, compliance requirements translation, database validation, and cross-functional project coordination.

CLIENT-FACING TECHNICAL LEADERSHIP:

- Served as technical subject matter expert (SME) for Medicare compliance platform changes, coordinating between business requirements and IT implementation teams to ensure technical solutions met operational needs
- Led e-Commerce Acceleration and Data Modernization technical projects achieving ZERO critical or high defects through systematic technical governance and stakeholder coordination
- Orchestrated Annual Enrollment Period (AEP) technical preparation - Humana's highest-revenue period - managing technical dependencies, integration timelines, and cross-functional alignment across IT, Operations, and business teams
- Built trusted technical partnerships with IT development teams, translating business needs into technical requirements and ensuring delivery met stakeholder expectations

SQL & TECHNICAL DATA ANALYSIS:

- Expert SQL proficiency: Wrote complex queries joining large datasets for data validation, integrity checks, and trend analysis across Medicare platform databases (MS SQL Server, MySQL)
- Performed technical data quality assurance, identifying anomalies and ensuring data integrity across healthcare system integrations
- Built analytics-based testing methodology using SQL to validate technical implementations and identify potential issues before production deployment

TECHNICAL GOVERNANCE & PROJECT MANAGEMENT:

- Managed technical aspects of enterprise projects from requirements gathering through implementation and post-launch monitoring
- Created technical documentation, integration specifications, and process workflows for healthcare systems
- Coordinated technical schedules and maintenance windows across multiple teams and systems
- Delivered executive-level technical health reporting, tracking integration performance metrics and system reliability trends

STAKEHOLDER & VENDOR MANAGEMENT:

- Managed technical relationships across IT engineering, business operations, legal, and compliance teams at Fortune 50 enterprise scale
- Coordinated third-party vendor technical integrations and audit processes
- Presented technical status updates, risk assessments, and recommendations to senior leadership
- Resolved technical escalations requiring cross-functional coordination and rapid problem-solving

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

9+ years progressive experience managing technical governance, data analysis, and client-facing coordination for healthcare systems.

Key Technical Accomplishments:

- Built SQL-based data validation protocols for healthcare platform quality assurance
- Created technical documentation and standard operating procedures for system integrations
- Managed technical testing coordination including UAT, sprint planning, and defect triage
- Participated in Agile/SDLC processes as business analyst representative
- Handled technical incident response and escalation management
- Served as primary DRI for web vulnerability management reporting and SLA tracking

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

Client relationship manager for digital marketing accounts requiring technical coordination.

- Managed 10+ client accounts (\$40k monthly revenue) with technical project delivery
- Coordinated between clients and technical teams (developers, designers)
- Created client reporting on technical performance metrics
- Led technical troubleshooting and issue resolution

EDUCATION & CERTIFICATIONS

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

- Dean's List, Fall 2013

Professional Development:

- Ongoing professional development through self-directed technology upskilling

- AI power user with keen awareness of do's and don'ts and ability to spot hallucinations

TECHNICAL SKILLS

SQL & Databases: MS SQL Server, MySQL, PostgreSQL, ChromaDB, VectorDB, SQLite

Data Analysis: Complex plan/pricing data validation queries, data validation, integrity checks, trend analysis, reporting

Healthcare Systems: Medicare platforms, healthcare integrations, Section 508 WCAG

Technical Tools: JIRA, Azure, Splunk, SharePoint, ServiceNow Power Apps/Automate

Project Management: Agile/SDLC, Sprint Planning, UAT, Technical Requirements Gathering

Communication: Technical documentation, executive reporting, stakeholder presentations

Artificial Intelligence: Ethical and safety aligned best practices

HEALTHCARE DOMAIN EXPERTISE (Critical for Cedar)

- 9 years Medicare/CMS regulatory and operational knowledge
- Understanding of regulatory and legislative guidance and ability to communicate impacts
- Experience with provider data, member data, and healthcare transactions
- Knowledge of HIPAA/PHI, healthcare data governance, and compliance requirements
- Healthcare stakeholder dynamics (R&C, copywriters, stakeholder sign-off, post-production validation)

KEY ACHIEVEMENTS

- 9 years managing technical stakeholder relationships for Medicare platform affecting millions of members
- ZERO critical defects on enterprise technical projects through systematic governance
- 100% on-time delivery for 100+ technical deliverables over 9 consecutive years
- Led cross-functional technical initiatives coordinating IT, business, legal, and compliance teams
- Expert SQL skills developed through 9 years of healthcare data analysis and validation

WHY CEDAR:

Cedar's mission to improve healthcare affordability through better patient financial experience aligns perfectly with my background. At Humana, I saw the complexity of healthcare billing and payments from the inside. Cedar's platform - using data science and personalization to simplify this process - is exactly the innovation healthcare needs.

As a TAM, I bring:

- 3+ years of technology upskilling in software engineering space as to remain current with rapidly evolving digital healthcare landscape
- 9 years managing technical relationships in healthcare at Fortune 50 scale
- Expert SQL to analyze integration health and troubleshoot data issues
- Proven track record translating between technical and business stakeholders
- Understanding of both the technical and operational sides of healthcare systems