

Kenneth Kimberly

Information Analyst - Georgia Health Sciences

Graniteville, SC - Email me on Indeed: [indeed.com/r/Kenneth-Kimberly/4688c4e4c7b7abe8](https://www.indeed.com/r/Kenneth-Kimberly/4688c4e4c7b7abe8)

WORK EXPERIENCE

Programmer Analyst

Rural Sourcing Inc. - Augusta, GA - December 2014 to Present

Develops and constructs complicated LIMS objects in LabWare environment to meet precise client specifications. Designs thorough QA requirements and test scripts to ensure absolute adherence to specifications.

Creates multiple configuration reports used by LIMS team and clients that provides custom, user-based business analysis. Extensive knowledge in LabWare LIMS, LIMS Basic, SQL, HP ALM, Toad, and Crystal Reports. Programming proficiencies include structuring, creating, and configuring sub-routines within LIMS, along with SQL queries in LabWare and Toad.

Provides LIMS programming expertise, along with astute business analysis to LIMS-based clients. Advises clients in the areas of process improvements and business rules that are used to match each individual sites unique needs. Also assists with all governance with regards to Standard Operating Procedures and QA best practices.

Information Analyst

Georgia Health Sciences - Augusta, GA - January 2011 to November 2014

Responsible for implementing and maintaining Raiser's Edge, which is the database used to track all Fundraising and Philanthropic information for the enterprise. Administer data standards and functional system processes that support the defined business rules of the enterprise.

Create custom queries and reports that are used for a variety of data inquiries. Provide monthly reports for senior leadership, institutional effectiveness, and major gift officers. Streamline processes within the database to ensure that the system is as efficient and user-friendly as possible.

Security Authority for Office of Advancement. Create and maintain user accounts for a variety of information systems and programs used throughout the enterprise.

Key Achievements:

- Major contributor to Project Unite, an enterprise-wide change of systems for Advancement and Community Relations.
 - o Successfully converted to the new Raiser's Edge database. This involved working closely with Blackbaud's data analyst to ensure that all fields were mapped properly from the previous database.
 - o Trained team members on how to use the Raiser's Edge system.
 - o Contributed to the new Fundraising website, Blackbaud Net Community, which speaks directly with Raiser's Edge to bring over donor updates and new gifts.
 - o Created multiple imports from excel files that were successfully converted to Raiser's Edge. Previously all of these changes were updated in the system manually.
 - o Team lead on project to clean up the previous database pre-conversion. This previous database had been used in multiple ways throughout the years, which created substantial data errors, along with many inconsistencies.
 - o Team lead on all third-party programs that are used in conjunction with the Raiser's Edge.

- o Continually update database through global changes and query to ensure data is as accurate and current as possible.
- o Produce monthly, quarterly, and yearly reports for Senior Leadership and Institutional Effectiveness.

Director of IT Support

Medac, Inc - 2008 to 2011

Oversee all aspects of technical support department, providing assistance to users of proprietary medical billing software. Direct eight member multidisciplinary support team. Provide expert administration of Web portal. Act as key point of contact to high-profile ASP clients, resolving escalated issues and interacting via conference calls when necessary. Facilitate training and mentoring of new employees and clients in software usage and troubleshooting.

Liaise across departments in coordinating joint activities. Facilitate weekly meetings with support department and deliver weekly reports to executive management regarding progress of departmental goals. Utilize SQL servers to generate client requested queries or reports. Continually updated technical documentation to address resolutions to known issues and ensure optimal systems performance.

Key Achievements:

- Spearheaded development and implementation of standard operating procedures (SOP) for inter-departmental communications and problem resolution.
- Introduced substantial enhancements to support request workflows, improving efficiency of processes for organizing and controlling support requests substantially.
- Steered design and delivery of metrics to ensure departmental goals are consistently met.

Billing Manager

Medac, Inc - 2004 to 2008

Directed daily operations of billing unit. Coordinated customer relations and billing for several large anesthesia groups. Ensured each group met its maximum billing potential by cultivating productive relationships with practice manager and physicians. Delivered guidance to top-notch team of billing specialists responsible for responding to daily account issues. Liaised closely with clients, including bimonthly conference calls to discuss and formulate action plans for resolution of issues. Formulated in-depth reports for clients on issues affecting their account. Tracked trends by compiling monthly benchmarks. Updated cross-functional departments on issues affecting their department.

Key Achievements:

- Promoted rapidly to positions of increasing management accountability from initial Accounts Receivable Representative role.
- Honored twice with Supervisor of the Month award due to excellent leadership and client relations skills.
- Triggered turnaround of two disgruntled clients shortly after being assigned to manage their accounts.

Accounts Receivable Representative

Mednet - Augusta, GA - 1999 to 2004

Coordinated accounts receivable functions for medical patients. Interfaced with patients to maintain strong customer relations and ensure comprehensive understanding of billing process. Contacted insurance companies via phone to appeal denied claims. Secured and entered patient demographic data into billing software. Compiled logs of correspondence denials to track carrier unpaid claims trends.

Key Achievements:

- Orchestrated comprehensive restructuring of process for filing medical, payment and patient records.
- Promoted rapidly to full-time position shortly after hire into part-time role.

EDUCATION

MBA

Southern Wesleyan University - North Augusta, SC
April 2000 to 2012

ADDITIONAL INFORMATION

Technical Proficiencies

Platforms: Windows 2K/NT/XP/Vista, Mountain Lion OSX

Tools: MS Office (Word, Excel, Outlook, PowerPoint), Crystal Reports, SQL Server, Visual Basic