* Data analytics professional with emphasis in health IT
* Agile project manager dedicated to producing expected, timely deliverables
* Quality improvement leader focused on process analysis, optimization, and redesign
* Astute communicator with extensive technical writing experience

# Professional Experience Overview

**Sr. Data Analyst***08/2017 - present*

**Data Security Administrator**

**Sr. Project Manager,** *Data Security Operations*

*05/2014 – 08/2017*

**Information System Security Administrator**

**Sr. Project Manager,** *Health IT & Quality Improvement*

*05/2012 – 05/2014*

## **Sr. Project Manager,** EnterpriseSystems Implementation

## **Data Analyst**

## 05/2008 – 05/2012

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## **Jr. Project Manager,** Health IT & Quality Improvement

## 05/2006 – 05/2008

## **Manager,** Application & Solutions Support

## **Training Coordinator**

## 01/2000 – 05/2006

**Help Desk & Training,** *Application Support*

*09/1998 - 12/1999*

**Professional Experience Details**

**FamilyCare Health** – Portland, Oregon

*A non-profit Coordinated Care Organization (CCO) responsible for coordinating the physical, mental, and dental health benefits for approximately 113k Oregon Health Plan beneficiaries*

**Sr. Data Analyst,** *Provider Relations* (*08/2017 – present)*

* Provide analytical support contributing to organizational decision-making and process improvement
* Perform advanced data mapping from multiple data outlets to identify provider network service area gaps and other utilization markers
* Developed comprehensive database utilizing dashboards and reports to track and trend healthcare provider quality metric performance
* Designed and implemented ad-hoc report request process effectively reducing turnaround time and increasing end-user satisfaction
* Investigate, analyze, and resolve various data issues and discrepancies
* Coach healthcare provider services team on the meaningful use and analysis of data generated from a variety of certified electronic health record technology (CEHRT) products

**Livanta** – Annapolis Junction, Maryland *and* Las Vegas, Nevada (worked remotely)

*Federally contracted to serve as the Medicare Beneficiary Family Centered Care – Quality Improvement Organization (BFCC-QIO) for Medicare Areas 1 and 5*

**Data Security Administrator | Sr. Project Manager,** *Data Security Operations* (*05/2014 – 08/2017)*

* Maintained organization’s security compliance in accordance with The **Federal Information Security Management Act of 2002 (FISMA)**
* Managed application and system access to Medicare’s network and systems (e.g., QMARS, PRS, QualityNet, EIDM, CRIS, DDST, Axway Secure File Transfer, etc.)
* Member of project team that designed and built necessary infrastructure sufficient to serve as the Medicare data and call center for beneficiaries residing in nineteen U.S. states/territories
* Provided initial and ongoing system security awareness training to staff (i.e., cyber awareness, system security, and patient privacy)
* Developed and managed system security and continuity of operations policies/procedures for internal employees and in compliance with Medicare’s BFCC-QIO contract deliverables
* Conducted ongoing process improvement analysis, optimization, and corrective action using a variety of methodologies and best practices
* Reported and remediated privacy and security incidents in accordance with Medicare’s BFCC-QIO contract system security policies
* Managed numerous technical and non-technical data security operations projects
* Implemented incident tracking system and developed related policies/procedures supporting 200+ end-users (e.g., SLAs, help desk staff training and documentation, productivity reports, etc.)

**Telligen** – Oak Brook, Illinois *(corporate headquarters located in West Des Moines, Iowa)*

*Federally contracted to serve as the Medicare Quality Improvement Organization (QIO) for Illinois and Iowa*

**Information System Security Administrator | Sr. Project Manager**, *Health IT & Quality Improvement (05/2012 – 05/2014)*

* Maintained site’s security compliance in accordance with the FISMA
* Assisted numerous healthcare organizations with process analysis improvement using a variety of methodologies (e.g., PDSA, LEAN, TeamSTEPPS, etc.)
* Provided onsite technical consulting and support to physician offices supporting the meaningful use of a variety of EHR systems (e.g., developing clinical flowsheets, eCQM reporting, ad-hoc queries, etc.)
* Presented at numerous venues providing education to healthcare professionals about Medicare quality improvement initiatives (onsite and via web)
* Served on Care Reinvention through Innovation Spread Learning and Action Network sub-committee

**Alivio Medical Center** *–* Chicago, Illinois

*Six-site Federally Qualified Health Center (FQHC) serving underserved, bilingual patient population – primary care, ob/gyn, school-based, and dental services*

## **Sr. Project Manager,** Enterprise Systems Implementation **| Data Analyst** (05/2008 – 05/2012)

* Spearheaded $1.4 million practice management system upgrade and EHR implementation project
* Maintained organizational security and privacy HIPAA compliance
* Authored grant application securing $750k in ARRA stimulus funds for EHR implementation project
* Represented organization as a selected member of HIMSS Information System Steering Committee and as a member of IPHCA’s Data Information Systems Professional Committee
* Served as a key stakeholder on Governor’s HIE committee
* Developed database reports and scripts
* Approved hardware and software vendor sales and service level agreement contracts
* Implemented and maintained incident tracking system to support 175+ end-users
* Responsible for State and Federal grant reporting (e.g., HRSA UDS, ARRA, etc.)

**IFMC** – Oak Brook, Illinois (corporate headquarters located in West Des Moines, Iowa)

*Federally contracted to serve as the Medicare Quality Improvement Organization (QIO) for Illinois and Iowa*

## **Jr. Project Manager**, Health IT & Quality Improvement (05/2006 – 05/2008)

* Provided project management and consulting services to numerous healthcare organizations – travel 50%
* Presented at numerous venues and conferences as a health IT and Medicare quality improvement subject matter expert
* Drafted multiple sections of Medicare’s QIO 9th Scope of Work application
* Provided software vendor contract review for numerous healthcare organizations
* Actively participated in and contributed to CCHIT (Certification Commission for Health Information Technology) advisory committee meetings
* Member of Medicare QIO national taskforces (i.e., disaster preparedness and business continuity and; quality data reporting)

**CFA Software** *–* Addison, Illinois

*Privately owned company specializing in equipment maintenance and inventory tracking software solutions since 1969*

**Manager**, *Application & Solutions Support* **| Training Coordinator** (*01/2000 – 05/2006)*

* Managed busy support team
* Developed application help utility, knowledge base, and marketing materials
* Converted, implemented, and supported CRM system
* Oversaw application testing and validation
* Designed and maintained organization’s web presence
* Managed service level agreement contracts for 3,000+ clients
* Generated +$250k annually in training and solution service sales (e.g., process improvement consulting, custom database reports, application training, rebuilding corrupt data files, etc.)

**Help Desk Technician/Trainer**,*Application Support* (*03/1999 - 12/1999)*

* Provided Level II and III application training and support to end-users (onsite and remotely – travel 50%)
* Installed, configured, and troubleshot application and client/server database engine installations (onsite and remotely)
* Contributed to organization’s newsletter and external support documentation

**Help Desk Assistant**,*Application Support* (*09/1998 - 03/1999)*

* Logged and tracked technical support requests via ticket tracking system
* Provided Level I application support to end-users (remotely)
* Maintained CRM system information

**Professional Affiliations**

* HIMSS – Professional Member
* AHIMA – Professional Member
* Digital Office Taskforce (HIMSS) – Former Member
* EMR Taskforce (HIMSS) – Former Member
* Illinois Primary Health Care Association (IPHCA) – Former EHR Task Force Member

**Technical Proficiencies**

* Programming languages: SQL, SAS, CQL
* Database software: MongoDB, CouchDB
* RDS: Microsoft, Citrix/Terminal Services, vmWare, Amazon WorkSpace, and VPN
* BI software: Tableau, SharePoint, SAS
* Splunk
* Database engines: Btrieve 6.10f/6.15, Pervasive 7.0, Pervasive.SQL
* Multi-factor authentication: Symantec VIP Access, etc.
* Report writing software: Crystal Reports, etc.
* OutSystems
* Microsoft Office and Exchange (all versions including Office 365)
* Remote desktop applications: Skype for Business (formerly Microsoft Lync), Cisco AnyConnect, TeamViewer, GoToMyPC, WebEx, PlaceWare, pcAnywhere, etc.
* RoboHelp/eHelp, Dreamweaver MX 2004, Flash MX 2004, Contribute 2
* Web: HTML, Visual Studio.NET 2003, 2008, 2012 and FrontPage 98
* Adobe Acrobat, Illustrator, ImageReady, InDesign, and PhotoShop
* EHRs: Centricity, Epic, Practice Fusion, eClinicalWorks, Athena, Greenway, Cerner, etc.
* Medicare System Applications: Quality Management and Review System (QMARS), CRIS, Physician Review System (PRS), Secure File Transfer, and DDST
* NOS: Novell 4.11+, WinNT, Win; OS: Windows 95 through Windows 10

**Professional Continuing Education**

* Splunk training
* AWS training
* CMS Quality Conference (Medicare sponsored), 12/2016
* OHIT online training
* TeamSTEPPS
* HIPAA compliance training (extensive)
* Telligen Health IT Summit, 2013
* Crystal Reports for GE Centricity Practice Management System, 05/2009
* Crystal Reports for GE Centricity EMR, 08/2008
* Making EHR Work: Tackling the Legal Aspects of Using and Maintaining Electronic Health Records, 06/2008
* HIMSS National Conference, 02/2008
* AHIMA National Conference, 10/2007
* IFMC Health IT Summit, 08/2007
* AHIMA Legal EHR Conference, 06/2007
* Baldrige Performance Excellence Training, 05/2007, 07/2007, and 11/2007
* DOQ-IT University Training (Medicare sponsored), 2006 - 2008
* Going Beyond Customer Relationships, 10/2000
* Beginning FrontPage 98, 08/2000
* Excelling as a First Time Manager, 08/2000
* Introduction to Crystal Reports, 06/2000
* Presentation Advantage Workshop, 06/2000
* Introduction to Pervasive.SQL Service and Support, 01/2000
* Intermediate Pervasive.SQL Service and Support, 01/2000

**Education**

* Certified Information System Security Professional (CISSP) (*currently pursuing certification)*
* Lewis University – Romeoville, IL (attended 2007 – 2009) – *Healthcare Leadership*
* Northern Illinois University – De Kalb, IL (attended 1992 – 1998) – *Elementary Education with an American History Area of Concentration | Illinois’ state certification exam (1997)*