

# NIKHIL SINGH

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## SUMMARY

Risk Analyst with experience leading cross-functional projects that require facilitating clear communication between teams with varying levels of technical and industry-specific knowledge. Comfortable reviewing and interpreting requirements, analyzing data, making decisions independently, and reporting results to stakeholders.

## EDUCATION

2008 **The University of Texas at Austin, Austin, TX**  
*Bachelor of Arts in Economics*

## EXPERIENCE

- 1/2016 – Present **DaVita Kidney Care, Malvern, PA**  
*Setup Risk Management Analyst*
- Identify potential business risks for internal stakeholders, research the associated healthcare regulations, perform analyses primarily using SQL and Excel, and provide Compliance and Legal teams with detailed but jargon-less explanations of the issues
  - Facilitate discussion in a weekly cross-team call including director-level members and leverage Compliance/Legal guidance into actionable items for the business (30+ issues per week)
  - Lead a cross-team process to manage and make approval decisions for 500+ monthly clinical study claims worth \$1 million+ in net accounts receivable (A/R); report monthly results to the director
  - Develop and maintain an Access database housing all Compliance data for the team
  - Administrate a SharePoint wiki aggregating all team process documents and resources
- 2/2012 – 12/2015 *Applications Support Analyst*
- Worked cross-functionally across 5 revenue ops teams to interpret the needs of the business, write business requirement documents, and develop the necessary solutions within the restrictions of the billing software, which included modification of proprietary scripting
- 5/2011 – 12/2011 *Payer Specialist*
- Conducted monthly deep dives to prevent negative impacts to A/R for clinics in 6 states expecting reimbursement from 50+ insurance payers
  - Reduced the team's average outstanding support ticket volume by 70% over a 3-month period
- 6/2010 – 4/2011 *Patient Account Representative*
- Reviewed and reported claims denials to metrics teams in order to increase revenue; worked directly with insurance payer representatives to resolve the underlying discrepancies
- 2/2010 – 5/2010 *Accounts Receivable Assistant*
- Supported patient account representatives by completing billing adjustment projects and making cold calls to insurance payers; promoted in the first 3 months
- 1/2008 – 5/2008 **National Instruments, Austin, TX**  
*Investor Relations Intern*
- Conducted competitive analysis of Agilent, Intel, and others to devise new ways to promote the company to investors and sell-side analysts

## SKILLS

- |                      |   |  |
|----------------------|---|--|
| Software & Languages | <ul style="list-style-type: none"><li>• PLSQL Developer</li><li>• Access</li><li>• Excel, Word, PowerPoint, Outlook</li><li>• SharePoint</li><li>• ServiceNow</li><li>• Team Foundation Server</li><li>• Visual Studio</li><li>• GitHub</li></ul> | <ul style="list-style-type: none"><li>• SQL</li><li>• VBA</li><li>• HTML</li><li>• XML</li><li>• CSS</li></ul> |
| Other Proficiencies  | <ul style="list-style-type: none"><li>• Hindi (written and spoken)</li></ul>  |  |

## RECOGNITION

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|------|---|
| 2017 | Received awards for exemplifying the core values of team and service excellence |
| 2015 | Received an award for the IT guiding principle of teamwork                      |
| 2012 | Received an award for the core value of service excellence                      |
| 2010 | Recognized as teammate of the month for emphasis on process improvement         |