

## HEALTH SYSTEMS ANALYST

### Summary

Healthcare-Business professional with experience in competitive component resolution that drives revenue, growth, profits, and operational performance. I am seeking an opportunity with an organization that offers a visionary, innovative and professional environment that defines my experiences to rapidly understand new technologies and gain new skill sets. Self-motivated, detail oriented and adept communicator with solid written and verbal communication skills. Loyal, dedication and ambitious employee. Willing to travel or relocate.

### Education and Training

2016

University of Saint Francis

City , State

Master of Health Administration

2010

Pfeiffer University

City , State Business Administration and Management Information Systems

Bachelor of Science Degree Business Administration and Management Information Systems

2012

### Certified Health Information Technology -Implementation Manager Certification-CHTS-IM

#### Skills

- Proven patience and self-discipline
- Conflict resolution
- Relationship and team building
- Claims analysis and review specialist
- Critical thinking proficiency
- Government relations knowledge
- Proven patience and self-discipline
- Motivation techniques specialist

### Activities and Honors

American Health Information Management Association, Member, AHIMA 2012-Present Dress for Success 2010 to Present

#### Experience

January 2017

Company Name City , State Health Systems Analyst

- Hands-on configuration and troubleshooting in claim in real-time environment as they relate to Resolute.
- Knowledge of rules, work queues, billing indicators, statement processing, letters, self-pay follow-up with payment/ adjustments and reporting.
- Extensive experience in patient accounting, billing, managed care, claims and decision support.
- A solid understanding of business aspects of healthcare operations and workflow.

January 2017 to May 2017

Company Name City , State Health Systems Analyst

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January 2007 to January 2014

Company Name City , State Healthcare Claims Analyst

- Loaded and analyzed Medicaid, Medicare, and Commercial health plan data.
- Implemented analytic directives from senior staff and clients.
- Investigated issues in healthcare data from acquisition through presentation.
- Contributed to the development and maintenance of operational, financial, and performance-related reporting packages.
- Generated Medical reports summarizing cost and utilization trends and investigate drivers.
- Developed reports for clients using our business intelligence tool.

January 1996 to January 2007

Company Name City , State Senior Benefit Claims Consultant

- Supervised (25) employees to improved efficiency, increase production, implement workflow processes, optimize Lean efficiency and training procedures for managed care and auto adjudicated claims.
- Achieved operating-margin targets while fostering a culture of performance and continuous improvement.
- Gained increase of 25% in financial raises and stock options.
- Work relationship with Executive, Directors, and clients to maintain good communication goals.
- Ensured contractual compliance requirements and reporting.
- Streamlined daily operations of departments, analyzed internal practices, identified areas of opportunity, presented problem solutions and generated efficiency recommendations.

- Reimburse expertise on products in all place of service under medical, pharmacy and vision.
- Experience in contracting Hospital and Physician.
- Researched and Analyzed Insurance Data as directed.
- Maintained 95% production and performance goals for six consecutive years.
- Experience of coding systems with electronic claims and Current Procedural Terminology (CPT), Healthcare Common Procedure Coding System (HCPCS), and International Classification of Diseases (ICD-9).

July 2011 to April 2016

Company Name City , State Academic Resource Specialist II Maintained detailed administrative and procedural processes to improve accuracy and efficiency.

- assignment duties such as implementation of performance programs, and lesson assessment programs.
- Developed and executed strategic and tactical plans to meet student and organization needs.
- Interacted and Partnered with staff and key management teams in implementing strategic action plans to help with identifying organization objectives.
- Effectively increase retention efforts by 75% through the adoption of the early-alert program through computer software Starfish Application.

#### Skills

Accounting, billing, business intelligence, CMS, continuous improvement, contracts, CPT, Critical thinking, clients, Customer Support, Data Analysis, decision support, drivers, Financial, Health Information Technology, ICD-9, Insurance, letters, Microsoft Office, pricing, processes, Coding, Project Management, Quality, Quality Assurance, real-time, reporting, strategic, troubleshooting, Vendor Management, vision, workflow