

## Resolute Professional Billing Profile

UNIVERSITY OF NOTRE DAME | SOUTH BEND, IN

BBA - INFORMATION TECHNOLOGY MANAGEMENT, ECONOMICS, THEOLOGY

### Professional Summary

- Former Epic Technical Services Analyst and Solutions Engineer
- 5 years of Epic experience
- Expertise includes problem-solving, project management, and data analysis
- Primary application support for 7 different healthcare organizations in Professional Billing module while at Epic
- Travels from Verona, WI

### EPIC Certifications

- Resolute Professional Billing
- Cadence/Prelude
- Claims and Electronic Remittance
- Resolute Hospital Billing
- Charge Router
- Single Billing Office
- Clarity Data Model: Resolute Professional Billing
- Server Tech Camp (Cache/M)

### EPIC Experience

- General Ledger
- Claims Scrubber Integration
- HL7/FHIR/X12
- Credit Card Integration
- MyChart Billing
- PB Revenue Guardian
- Provider Based Billing
- Agency Extract/ Integration
- Epic Workqueue Framework
- Community Connect
- PB Contracts
- Reporting Workbench
- SQL
- Full Cycle Implementation

### Healthcare Organizations

- Texas Health Resources
- Sutter Health
- Adventist Health West
- Centura Health
- Eisenhower Health
- Premise Health
- Cambridge Health Alliance
- University of Rochester Medical Center
- NYC Health and Hospitals

## Relevant Experience

---

### TEXAS HEALTH RESOURCES

#### Professional Billing Analyst | June 2023 – Present

- Worked on both PB and PB Claims/Remittance tickets
  - Completed large scale charge review rule enhancements affecting over 250 workqueues
  - Advised newer team members on Epic rule build, testing, and troubleshooting
  - Provided optimization recommendations to IT leadership on future Epic enhancements and optimizations to pursue
- 

### PATIENTCO

#### Technical Product Manager (Acquired by Waystar in Aug 2021) | Apr 2021 – May 2023

- Responsible for aligning development strategy in payments framework and healthcare integrations, including HL7, X12, FHIR, and other APIs.
  - Introduced 2 new payment service lines in pharmacy and insurance premium payment processing.
  - Launched Apple Pay option in Patientco Patient Portal (PatientWallet)
  - Accountable for planning integration effort with legacy Waystar payment products with Patientco payment solutions.
  - Over \$20M+ processed with new features implemented with clients.
- 

### EPIC SYSTEMS CORPORATION

#### Professional Billing Technical Services | Aug 2016 – Apr 2021

- Primary application support for 7 different healthcare organizations in Professional Billing module. Reduced long term outstanding ticket volumes between 50-80% for primary support clients, leading to increased customer satisfaction and relationships.
- Improved end user experiences and business outcomes through supporting 10+ large scale upgrade projects, helping with getting leadership buy-in, scoping, build, testing, and post-live support.
- Streamlined internal process toolkits through Excel VBA macro scripting enhancements and database integration.