

# ROBERT SMITH

## Data Integrity Analyst

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Technical Professional with years of Leadership/Management, Project Management, Technical Hardware, and Software Implementation, and Healthcare IT experience. This is combined with solid hands-on technical skills and experience in Windows, Linux, and VMWare, among others. Have had significant exposure to bringing new products to market and helping them mature to a consistently deliverable state.

### 2000 - 2011

#### DATA INTEGRITY ANALYST - ABC CORPORATION

- Provided excellent customer service for more than 14 years, reducing customer complaints, developing enhanced client relations, and earning extremely positive feedback from both internal and external clients.
- Contributed subject matter expertise, assisting over 100 clients with the adoption and implementation of their retention management programs.
- Created and implemented productivity and quality measurements and reports for departmental teams, including data entry and customer service.
- Designed and implemented data entry exception tracking function and trained personnel on use.
- Subject matter expert for all data entry functions including data exceptions, billing, and non-compliance resolution company-wide.
- Utilized strong organizational skills, successfully led teams to higher performance levels by encouraging ownership and responsibility for daily accomplishments.
- Created and conducted training classes for client-facing teams, demonstrating proper steps in helping clients institute retention management and data integrity programs.

### 1997 - 2000

#### DATA INTEGRITY ANALYST - DELTA CORPORATION

- Collaborated with various teams to resolve data related concerns, and managed comprehensive projects to determine, implement and test process .
- Award Winner - GE Customer Service Presented by Senior VP Portfolio Manager of Insurance for excellence in orchestrating projects between Client and .
- n Investigate; linking/merging patients records who have duplicates/and or other medical record numbers at other facilities within URM (Strong/.
- Creating 3 reports for the production and logistics departments daily Reconciling shipments by comparing invoices with received quantities Creating .
- Provides oversight and supervision of all electronic processes related to the EHR system, including HIM systems, record processing functions and .

- To process and correct updates in the EHR system, including the Electronic Master Patient Index.
- To serve as a liaison between HIM, DIS, Revenue Cycle, Registration, Clinicians, and other departments in support of Data Integrity initiatives.

## **EDUCATION**

Bachelor of Science in Computer Science - (LaSalle University - Philadelphia, PA)

## **SKILLS**

MS Office, Technical Writing, Database Research, Strategic Planning, Financial Management, Financial Statement, And Projection.