

Harry Nguyen

(720) 272-2224 | h@huy.gg | [portfolio](#) | [LinkedIn](#)

SUMMARY

Operations and revenue cycle analyst, turning billing, clinical, and device data into the reporting that operating decisions run on. Built ETL pipelines across Epic, patient monitoring, and administrative systems; designed KPI dashboards tracking denial root cause, payer reimbursement variance, and A/R aging; raised payer contract fulfillment from 37% to 95%.

PROFESSIONAL EXPERIENCE

Revenue Cycle Manager

Creekside Physical Medicine, Boulder, CO | May 2025 to Dec 2025

- Audited 2,989 denied claims against payer-specific denial patterns (CO-97, CO-4), surfacing charge capture gaps in nerve block and injection administration (64405, 96372 plus J-code combinations) and coding variances corrected through modifier adjustments, reducing repeat denials on the same code families.
- Standardized NDC documentation through the CMS portal for reconsideration submissions, recovering reimbursement on claims previously written off as denied.
- Stopped recurring denials by implementing billing-to-servicing provider validation rules (BCBS), standardizing Box 19 CMS-1500 NDC documentation (UHC), and resolving X12/837P transmission errors between the EHR and clearinghouse.
- Built an RCM dashboard tracking net and gross collection rate trends, denial root causes, payer reimbursement variance, and A/R aging, then worked the backlog it exposed down 35%.
- Coordinated billing workflow continuity through the InSync to Athena EHR migration.

Operations Supervisor

Trumpet Behavioral Health, Aurora, CO | Jul 2024 to Apr 2025

- Managed front-office operations and staff scheduling for a 13-person team serving 7 severe behavioral health clients.
- Oversaw intake documentation, prior authorization tracking, and compliance record management to ensure billing accuracy and maintained financial performance goals.

Integrated Device Consultant

Oracle Health, Remote and Travel | Aug 2022 to Jun 2023

- Deployed medical device integrations into the Oracle Health CareAware MDI platform across multiple client sites, cutting manual data entry at the point of care.
- Resolved HL7 interface and transmission errors, cutting roughly 4 days from each go-live timeline.

Regional Operations Manager

Advanced Urgent Care & Occupational Medicine, Brighton, CO | Oct 2021 to Aug 2022

- Drove \$8M in revenue growth by modeling patient flow, service demand, and revenue cycle performance, then rebuilding staffing strategy around the forecast.
- Held 100% employee retention across all managed locations and net promoter scores of 89 to 93 through investment in referral quality, patient experience, and staff development.
- Led IT for EHR consolidation across 14 clinics, running the Athena and Experity implementation, data migration, test plans, and user acceptance validation with zero critical failures.

Operations Manager

Center for Autism and Related Disorders, Boulder, CO | Nov 2019 to Oct 2020

- Raised payer contract fulfillment from 37% to 95% by restructuring documentation practices, CPT code validation workflows, and A/R follow-up.
- Built KPI dashboards tracking therapy and supervision utilization, encounter profitability, and satisfaction scores.
- Lifted patient and family satisfaction from 56% to 89% while holding 35% year-over-year growth.

Business Intelligence Analyst

Springwood Retirement: Assisted Living & Memory Care, Arvada, CO | Nov 2018 to Nov 2019

- Built and maintained the recurring reports, dashboards, and queries operations and executive leadership used to track KPIs.
- Ran cost-benefit analysis on labor cost per resident day, feeding staffing levels and resource allocation decisions.
- Connected separate data systems and visualization tools into shared reporting, then tracked outcomes against the recommendations that came out of it.

INTERNSHIPS AND VOLUNTEER EXPERIENCE

Regional Communication and Engagement Lead

American Red Cross | Dec 2021 to Sep 2022

- Coordinated regional communications and stakeholder engagement for disaster relief operations across the Denver region.

Data Analytics Intern

Centura Health, Denver, CO | Nov 2019 to Mar 2021

- Designed ETL pipelines in SQL integrating Epic, patient monitoring devices, and administrative systems into a single analysis layer.
- Built predictive models in Python forecasting patient admissions, resource utilization, and potential complications for COVID-19 surge planning.

Post-Anesthesia Care Unit (PACU) Volunteer

St. Anthony Hospital (Centura Health), Lakewood, CO | Feb 2017 to Aug 2017

- Supported patient care in post-anesthesia recovery, shadowing surgeons, LPNs, APRNs, and RNs across perioperative workflows.

CORE COMPETENCIES

Operations and Process Improvement: Workflow optimization, SOP development, root cause analysis, change management, capacity planning

Data and Analytics: KPI design and tracking, predictive analytics, ETL pipelines, dashboard development, financial and cost-benefit analysis

Systems: EHR implementation and migration, enterprise integration, user acceptance testing, vendor management

Tools: Python, SQL, MySQL, Power BI, Tableau, Excel, Salesforce, Asana, Monday.com, Azara, Athena, Epic, Experity, InSync

EDUCATION

M.S. Healthcare Administration, University of Denver

B.S. Computer Science, Magna Cum Laude, Colorado State University

B.S. Biology, University of Colorado

CERTIFICATIONS

Applied AI, Machine Learning, and Data Science Certificate, MIT

Google Data Analytics Professional Certificate

AWS Cloud Practitioner

Lean Six Sigma White Belt