

Quinn Smith

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OBJECTIVE

Revenue Cycle Analyst with a background in Interactive Design and UX research. Skilled in financial data analysis, revenue optimization, KPI reporting, and workflow improvement. Combines creative problem-solving with data-driven insights to enhance operations and support business goals.

EDUCATION

University

Kennesaw, GA

May 2023

Bachelor of Science in Interactive Design

EXPERIENCE

ECU Health

Greenville, NC

March 2024 - Present

Revenue Cycle Analyst

- Collaborated with IT and revenue integrity teams to test and implement EHR and billing system enhancements.
- Conducted root-cause analysis on denials and underpayments, collaborating with billing and coding teams to resolve issues.
- Created automated financial and operational reports using Excel and Power BI to support leadership decisions.
- Analyzed revenue cycle workflows to identify process gaps, reducing claim denials and payment delays.
- Performed aging reports and identified 1000+ accounts with late payments.
- Ensured compliance with HIPAA and payer guidelines across all billing and claims activities.
- Monitored payer compliance and updated workflows based on CMS and commercial payer policy changes.

COX Enterprises

Atlanta, GA

April 2022 - August 2022

User Experience Intern

- Assisted in designing and testing user interfaces to improve usability and overall customer satisfaction.
- Conducted user research and gathered feedback through surveys, interviews, and usability testing sessions.
- Created wireframes, prototypes, and user flows to communicate design concepts and enhance navigation efficiency.
- Collaborated with developers and product managers to ensure design feasibility and implementation accuracy.
- Helped develop UI components and visual assets aligned with brand and accessibility standards.
- Participated in A/B testing to measure design effectiveness and inform data-driven decisions.

SKILLS & CERTIFICATIONS

Skills: ServiceNow, PowerBI, Microsoft Office & Excel, Critical Thinking, Leadership, Teamwork, Time Management, Revenue cycle analysis, Denial management, KPI reporting, Workflow optimization, SQL & Excel analytics, Power BI, Epic Resolute, User research & usability testing, Wireframing & prototyping (Figma, Adobe XD), Cross-functional collaboration

Certifications: Epic Resolute Hospital Billing Administration