

Harry Nguyen

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PROFESSIONAL EXPERIENCE

Revenue Cycle Manager

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

- Audited payer-specific denial patterns and denial codes to identify revenue leakage; **discovered charge capture gaps** in injection administration (96372 + J-code combinations); standardized workflow for NDC# documentation through CMS portal for reconsideration submissions that **successfully recovered reimbursement** on previously denied claims; corrected coding variances through modifier adjustments.
- **Stopped recurring denials** by implementing billing-to-servicing provider validation rules (BCBS), standardizing Box 19 CMS-1500 NDC documentation (UHC), and resolving X12/837P EHR-to-clearinghouse transmission errors.
- Built enterprise RCM dashboard tracking NCR/GCR trends, denial root causes, payer reimbursement variance, and A/R aging; directly contributed to **35% reduction in A/R backlog**.
- Led full EHR migration from InSync to Athena, coordinating workflow continuity across billing, clinical, and administrative teams through cutover and go-live.

Operations Supervisor

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

- Managed front-office operations, staff scheduling, and workflow coordination across clinical and administrative teams serving behavioral health clients.
- Oversaw intake documentation, prior authorization tracking, and compliance record management to ensure billing accuracy and **maintained financial performance goals**.
- Maintained facility safety compliance, vendor relationships, and supply inventory readiness; supported payroll accuracy through documentation audits and coding corrections.

Integrated Device Consultant

Oracle Health, Remote / Travel, Aug 2022 to Jun 2023

- Managed device integration deployments into Oracle Health CareAware MDI platform across multiple client sites, reducing manual data entry touchpoints and improving real-time data accuracy at point of care.
- Resolved HL7 interface and transmission errors that reduced go-live delays by **estimated 4 days per engagement**.
- Partnered with clinical and IT stakeholders to align integration workflows with operational and regulatory requirements, supporting on-time delivery with **zero critical post-go-live failures**.

Regional Operations Manager

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

- Strengthened front-end eligibility and documentation workflows, reducing downstream claim denials and improving reimbursement TAT with clean claim submission
- Drove **\$8M** in revenue growth through predictive analytics on patient flow, service demand patterns, and revenue cycle performance, directly informing staffing strategy and operational planning
- Maintained **100% employee retention** across all managed locations and achieved **89-93% net promoter scores** through investments in referral quality, patient experience, and staff development

- Served as IT project lead for EHR consolidation across **14 clinics**, overseeing Athena/Experity implementation, data migration, manual testing, and user acceptance validation with **zero critical system failures**

Labor & Employment Specialist

Colorado Department of Labor & Employment, Denver, CO, Oct 2020 to Oct 2021

- Exceeded performance metrics while responding to **high-volume claimant inquiries across phone, chat, and email**, delivering accurate and empathetic support in time-sensitive situations
- Used Salesforce and related support tools to **document interactions, submit tickets, and track issues through follow-up and resolution**, ensuring customer accountability and satisfaction
- Guided claimants through complex topics including claim processing, labor law, monetary issues, and interstate claims, simplifying detailed information for diverse audiences

Operations Manager

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

- Improved payer contract fulfillment rate from **37% to 95%** by restructuring documentation practices, CPT code validation workflows, and A/R follow-up processes
- Built KPI dashboards to track service utilization, encounter profitability, and patient satisfaction, enabling data-driven operational decisions
- Ensured scheduling efficiency and resource alignment to meet billing requirements and optimize clinical capacity

Data & Analytics Intern

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

- Designed ETL pipelines to integrate and transform data from **EPIC, patient monitoring devices, and administrative systems**, achieving consistent data quality across sources
- Applied predictive analytics and machine learning to forecast patient admissions, resource utilization, and potential complications, supporting **COVID-19 resource optimization and cost reduction**
- Delivered reporting and data visualizations using **Power BI, Tableau, and SQL Server**

Business Intelligence Analyst

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

- Designed and maintained global reports, dashboards, and queries to calculate, monitor, and communicate KPIs to operational and executive stakeholders.
- Conducted program cost analyses, cost-benefit evaluations, and economic assessments to support strategic planning and resource allocation decisions.
- Connected disparate data systems and visualization tools to enable cross-functional data sharing and applied recommendations based on measured outcomes.

Practice Administrator

Khoi D. Nguyen, DO, Denver, CO, Jan 2015 to Mar 2018

- Directed clinic operations for **5,000-patient panel**, improving end-to-end care pathway efficiency by approximately **20%** through structured process redesign
- Enhanced transitional care coordination outcomes: hospital utilization **O/E 0.80**, ED utilization **O/E 1.15**, 30-day readmission **O/E 0.92**, ACSC discharges reduced to **8 per 1,000 beneficiaries**
- Administered federal and state population health program requirements, ensuring care delivery compliance and staff education across full patient panel

Assistant Manager

GUESS, Denver, CO, Jan 2015 to Jul 2017

- Ranked in top 50 sales performers nationally while building strong product knowledge and delivering consultative recommendations to resolve customer needs and increase satisfaction
- Managed customer accounts and service issues with urgency and professionalism, balancing support objectives with high-touch customer experience
- Conducted proactive customer outreach to re-engage customers, resolve concerns, and maintain ongoing relationships with existing accounts

CORE COMPETENCIES

Operations & Process Improvement: Workflow optimization, SOP development, root cause analysis, change management, capacity planning, onboarding, cross-functional collaboration

Revenue Cycle: Denial Management, ERA/EOB Reconciliation, Payment Posting, LCD/NCCI Compliance

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

System Admin: EHR implementations, system migrations, enterprise integration, UAT, vendor management

Software: Power BI, Tableau, Excel, Salesforce, Asana, Monday, MySQL, Azara, Athena, Epic, Experity, InSync

Computing Language: Python, SQL, Java, Javascript

EDUCATION & CERTIFICATIONS

M.S. Healthcare Administration • University of Denver

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

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

B.S. Biology & Chemistry • University of Colorado

Lean Six Sigma White Belt Certification

Google Data Analytics Professional Certificate

AWS Cloud Practitioner Certification

Volunteer Experience

Regional Communication and Engagement Lead, American Red Cross, Dec 2021 - Sep 2022

Drove disaster relief and humanitarian support initiatives; coordinated regional communications and stakeholder engagement

Post-Anesthesia Care Unit (PACU) Volunteer, St. Anthony Hospital (Centura Health), Feb 2017 - Aug 2017

Shadowed specialized surgeons, LPNs, APRNs, and RNs; provided patient care support; deepened understanding of clinical workflows and healthcare operations