BRIANNA WALSH

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SUMMARY

Application analyst with 4 years supporting clinical, scheduling and revenue cycle applications for a 6-hospital health system and a specialty practice. Handles troubleshooting, build changes, SQL reporting and upgrade testing, and writes documentation that lets the service desk solve common issues on the first call. Keeps customer service steady for nurses and physicians during go-lives.

SKILLS

- Troubleshooting
- SQL
- Oracle
- Documentation
- Excel
- Customer Service
- Project Management
- Word
- Attention to Detail

CERTIFICATES

Certified Associate in Healthcare Information and Management Systems (CAHIMS)

HIMSS • 11/2023

EXPERIENCE

Application Analyst

Allegheny Valley Health System • Pittsburgh, PA

03/2024 - Present

Health system with 6 hospitals, 40 clinics and 14,000 employees.

- Resolve about 70 scheduling and registration tickets a month, meeting the 3-day service level **97%** of the time.
- Build and test template, workflow and security changes requested by 25 clinic managers through change control.
- Write SQL reports on registration errors that helped front desk teams cut insurance denials by 11%.
- Coordinate testing for 2 vendor upgrades a year, writing 300 test scripts and tracking defects to closure.

Application Support Specialist

Three Rivers Orthopedic Associates • Pittsburgh, PA

06/2022 - 02/2024

Orthopedic practice with 9 offices and 60 providers.

- Supported the practice management and imaging systems for **350** users across 9 offices.
- Created 45 documentation guides and quick sheets for check-in, referral and billing tasks.
- Diagnosed interface errors between the imaging archive and scheduling system with the vendor, restoring orders the same day.
- Maintained Oracle user tables and Excel access logs for quarterly HIPAA security audits.

EDUCATION

Bachelor of Science

University of Pittsburgh • Pittsburgh, PA • 04/2022

Health Information Management