Brianna Cole

Implementation Specialist

brianna.cole@email.com ◆ (615) 555-0138 ◆ Nashville, TN ◆ linkedin.com/in/briannacole

Summary

Implementation Specialist with 5 years of experience launching practice management and billing software for physician groups and clinics. Runs project management for 8 to 10 go-lives at a time, from system configuration and data migration with SQL and Excel to end-user training. Clear communication skills with office managers, physicians and internal teams.

Experience

Implementation Specialist

Harpeth Health Software — Nashville, TN — 05/2023 - Present

Cloud practice management and billing software used by 2,400 clinics.

- Manage **35** clinic implementations a year from kickoff to go-live, averaging 62 days against a 75-day target.
- Configure fee schedules, payer rules and user roles with attention to detail, keeping go-live defects under 5 per site.
- Migrate patient and balance data with SQL scripts and Excel mapping files, validating 99.8% of records at cutover.
- Train 400+ front desk and billing staff a year through live sessions, Word guides and PowerPoint walkthroughs.

Client Support Analyst

Music Row Medical Billing — Nashville, TN — 06/2021 - 04/2023

Revenue cycle services firm working with 120 medical practices.

- Resolved 45 client tickets a week on claim rejections and billing setup, with a 96% satisfaction score.
- Built Excel reports on denial trends that helped 12 practices raise first-pass claim rates by 8 points.
- Documented 30 setup procedures that became the onboarding checklist for new client practices.
- Tested vendor software updates in a staging system before each monthly release and logged issues found.

Education

Bachelor of Business Administration

Belmont University

Health Care Management

Nashville, TN

05/2021

Skills

Project Management	System Configuration	Data Migration	SQL
Excel	Word	PowerPoint	End-User Training
Attention to Detail	Communication Skills		

Certificates

Certified Associate in Project Management (CAPM)

Project Management Institute

02/2024