

William Rison

Manager - Analytics and Research, CommUnityCare Health Centers

Austin, TX 78717

williamrison2_ykm@indeedemail.com

(512) 422-7877

Six years of management experience with the ability to coordinate across departments to ensure execution of company objectives. Analytical and detail-oriented, able to identify and implement process improvements that increase accuracy, consistency, and efficiency. Able to explain complicated or technical information in a simple way to non-technical audiences. Proficiency in manipulating data sets in SQL and then using Tableau to visualize that data in order to tell a story for the needs of the audience.

Work Experience

Manager of Analytics and Research

CommUnityCare Health Centers - Austin, TX

May 2017 to Present

Manager of Analytics and Research team for federally qualified health care center consisting over 20 sites throughout Travis County and serving over 96,000 patients each year.

- Directed a team of analysts, ensuring high quality performance based upon operational metrics.
- Worked with all levels of the organization, including C-Level Executives, to assist in pulling and visualizing data.
- Championed the data prioritization and data validation efforts for the organization, resulting in over 30 standardized dashboards for organizational use.
- Oversaw end of month and year end reporting responsible for organizational funding.

Business Systems Analyst Lead

Seton Healthcare Family

January 2016 to May 2017

Lead Analyst in the Revenue Integrity department for a network for 15 Austin area hospitals. Worked with different internal entities throughout the hospital system to ensure charges we accurately priced and charged correctly for our customers.

- Programmed annual price increase project for all charges.
- Formulated a list of all room and ancillary charges along with the total usage for the fiscal year.
- Deployed a daily report for all departments to identify charges that had not been applied to accounts.
- Built and distributed a weekly report to identify accounts where inactive charge codes were used.
- Performed daily reconciliation of Surgery and Pharmacy charges.

Business Systems Analyst

Seton Healthcare Family

February 2014 to January 2016

Business Systems Analyst in the Revenue Cycle Process and Systems Integration department, within a non-profit

healthcare provider in Austin, Texas. Focused on maintaining, updating, and implementing system applications while also working to build reports for our internal customers.

- Directed a project to convert all Revenue Cycle and Patient Financial Services reports in Advisory Board to JDA by using Crystal Reports.
- Conferred with business leaders to ascertain specific output requirements for reports being built.
- Point of Contact for Seton Shoal Creek's system of record, HMS.
- Responsible for creating and running all month end HMS reports for the finance department.
- Responsible for HMS system issues and coordinating HMS server maintenance.
- Created, validated and distributed month end reports for the Revenue Cycle department.

Process Integrity Analyst II

OneWest Bank

October 2012 to November 2013

Worked with various entities to identify ways to improve internal processes to increase department productivity.

- Collaborated with mortgage servicing department managers on projects to review and improve processes.
- Analyzed company policies and procedures to ensure compliance with Consumer Financial Protection Bureau regulations.
- Maintained, prepared and distributed a monthly presentation for upper management in all departments.
- Assisted managers in analyzing performance of departments.
- Prepared detailed analysis of compensatory fees for FNMA while presenting ideas to prevent future fees.

Investor Reporting Analyst II

OneWest Bank

June 2010 to October 2012

Provided accurate monthly reports to government investor Fannie Mae. Responsible for reviewing and updating

investor portfolios prior to sending out monthly report.

- Provided and maintained end of month delinquency reports for investors, loss mitigation, and senior management review.
- Performed due diligence research and analysis to correct, identify, and prevent reporting errors.
- Analyzed default loan reports for Government Sponsored Enterprises, loss mitigation, and senior management.
- Resolved reporting errors by creating queries using Microsoft Excel, Access, and SQL.
- Completed thorough month-end reporting and timely distribution to GSE and private investors.
- Consulted with cross-functional teams within the Bank to ensure understanding and compliance with investor guidelines.
- Completed thorough month-end reporting and timely distribution to GSE and private investors.

Loan Resolution Supervisor

OneWest Bank

September 2007 to June 2010

Worked directly with customers to help educate and identify various company programs that were available to assist with monthly mortgage payments. Lead a team of individuals to ensure we provided the most accurate information for our customers.

- Managed and provided leadership and direction to assigned staff of up to 25 direct reports.
- Interviewed, selected, trained, developed, and coached employees.
- Researched and evaluated complex and sensitive employee relations issues.
- Trained team of employees on new policy and procedures.
- Assisted upper management with scheduling based on call volume data.
- Aided in establishing and updating department policies, standards, and procedures

Education

Bachelor of Arts in History in History

Texas A&M University

May 2006

Skills

- Tableau (2 years)
- SQL (4 years)
- Excel (10+ years)
- Word (10+ years)
- Crystal Reports (1 year)
- Data Analytics

Assessments

Management & Leadership Skills: Planning & Execution — Proficient

April 2019

Planning and managing resources to accomplish organizational goals.

Full results: https://share.indeedassessments.com/share_to_profile/4b348ba1dbbba2c5e7eda1a2ba9ed419eed53dc074545cb7

Spreadsheets with Microsoft Excel — Highly Proficient

August 2019

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: https://share.indeedassessments.com/share_to_profile/254df2144456c1f2c11115ed4468db58eed53dc074545cb7

Data Analysis — Highly Proficient

October 2019

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data.

Full results: https://share.indeedassessments.com/share_to_profile/7e6184ec50cbd3831ffd3803995edf17eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

TECHNICAL SKILLS

- SQL Management Studio
- Tableau
- Crystal Reports
- Microsoft Office Suite (Including Access)