




MINDY DONG, MHA

DATA ANALYST

Data Analyst with a background in healthcare and a proven track record in driving practice growth, improving operational efficiency, and reducing denials. Equipped with a Master's in Healthcare Administration, recent data analytics training, and the ability to translate complex healthcare data into actionable insights for improved patient care and strategic decision-making.

CONTACT

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[Portfolio](#)
[LinkedIn](#)
[GitHub](#)
[Tableau](#)

EDUCATION

- MS Healthcare Administration •
University of Texas at Arlington

- BS Psychology • University of Texas at
Dallas

CERTIFICATES

- Data Analytics • CareerFoundry
- Project, Operations, Supply Chain
Management • USC

TOOLS

- SQL, Python, Tableau, Excel,
Google Suite, Powerpoint
- EMRs: Epic, athena health, and
AllScripts

EXPERIENCE

SKILLS

- Analytics
- Data visualization
- Data cleaning
- Statistical analysis
- Leadership
- Training

SUPERVISOR | TEXAS HEALTH ORTHOPEDIC SPECIALISTS 01/2022 – PRESENT

- Resolve billing issues and patient complaints with 98% success rate
- Led practice growth initiatives by analyzing referral patterns and leveraging network relationships to increase practice volume by at least 40%
- Decrease post-service surgery denials by 60% by implementing pre-determination processes and review of quarterly insurance medical policy updates
- Championed a phone tree project aimed at reducing employee burnout by collecting and analyzing inbound call data

OFFICE MANAGER | NEXT STEP ORTHOPEDICS 03/2020 – 01/2022

- Spearheaded projects to improve quality metrics to increase Medicare Incentive Payments
- Managed front and back-office operations including check-in/out, billing, surgery scheduling, and benefit verification
- Researched advance claim denials and takebacks resulting in retention of \$20,000 in revenue
- Reduced outstanding patient refunds from over \$45,000 to less than \$3,000 in under 4 months by researching and analyzing claims data to ensure accurate refunds

REFERRAL MANAGEMENT TRAINER | SOUTHWESTERN 05/2019 – 03/2020

HEALTH RESOURCES

- Awarded top team player
- Trained new hires on the referral process on major EMR clinical application systems that consist of EPIC, Salesforce, and other software programs
- Developed job aids to transition team to remote work

REFERRAL COORDINATOR | TEXAS HEALTH RESOURCES 11/2017 – 05/2019

- Awarded and recognized for outstanding customer service
- Designated top performer that consistently exceeded production goals and averaged 99% on audit scores
- Promoted to trainer within 18 months due to strong performance and ability to work across teams