

# Kumara Swamy Kongari

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## PROFESSIONAL SUMMARY

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Healthcare Operations professional with 4+ years of experience and 2+ years of hands-on experience in Epic Systems. Skilled in Excel, SQL, and Power BI for data analysis, reporting, and process improvement. Certified in Data Science with expertise in data cleaning, visualization, dashboard development, and operational analytics, driving accuracy, efficiency, and data-driven decision-making.

## EDUCATION

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<b>Master of Science</b> (Physics) Chaitanya Post Graduate College	2019 - 2021 Grade: 8.7/10.0
<b>Bachelor of Science</b> (Computer Science) ABV Govt Degree College	2015 - 2018 Grade: 63.3%
<b>Intermediate (Class XII)</b> ABV Junior College	2013 - 2015 Grade: 86.3%
<b>Matriculation (Class X)</b> ZPP Secondary School	2012 - 2013 Grade: 9.2/10.0

## EXPERIENCE

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**Senior Associate** August 2023 - Present  
PrimEra Medical Technologies *Madhapur, Hyderabad.*

- Utilized Epic EMR/EHR to extract and update reports every 4 hours, ensuring timely and accurate patient record and authorization data.
- Performed data cleaning and used VLOOKUP to validate and match account statuses, maintaining data accuracy and consistency.
- Developed Pivot Tables to create summary dashboards and reports, enabling leadership to make data-driven decisions.
- Generated and validated daily operational reports and monthly analytical reports, ensuring accuracy and timely delivery for patient care and claims processing.
- Managed Inpatient (IP) records in Epic with high accuracy, ensuring data integrity and streamlined workflows.
- Collaborated with healthcare providers and insurance payers to resolve authorization issues efficiently through effective communication and follow-ups.
- Served as a Process Auditor, reviewing cases for compliance, accuracy, and process adherence.
- Trained and mentored 35+ new users on workflows, Epic processes, and authorization procedures to improve team productivity and quality.

**Associate** February 2022 - August 2023  
Comercio Health Services Pvt Ltd *Hyderabad, Telangana, IND*

- Managed pre-authorization requests for healthcare services, playing a key role in facilitating access to care for patients.
- Verified patient eligibility and benefits across diverse insurance plans, ensuring adherence to policy requirements and minimizing claim denials.
- Coordinated with healthcare providers and insurance companies to expedite approval processes, leveraging communication and organizational skills.
- Maintained comprehensive records of authorization requests, tracking outcomes to support data-driven improvements in authorization workflows.

## PROJECTS

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**Analytical CRM Development for a Bank** ( [Github](#) ) ( [Demo](#) ) June 2024

- MySQL and Power BI were used to analyze customer data with the goal of reducing churn, improving service, and increasing customer satisfaction.
- Created Power BI visualizations to help users comprehend insights and trends.
- Created a PowerPoint presentation outlining churn rates and causes for evaluation and suggestions.
- Created a Word document with questions and answers about data insights and trends.

- Conducted a comprehensive analysis of global health expenditure trends to support data-driven decision-making in global healthcare.
- Created an interactive dashboard to visualize KPIs, including Total GDP, Total Expenditure, and Average Growth %.
- Enabled real-time data exploration with filters and slicers, highlighting key insights such as the highest YoY change in health expenditure and significant expenditures by country.

Skills : Power BI (DAX, Power Query Editor), Visualization, Data Analysis

**Data Science Salary Insights and Excel Dashboard**

September 2023

- Analyzed salary trends in the Data Science industry using Excel to uncover key insights.
- Created dashboards to visualize company size distribution, top-paying job titles, employment types, and salary trends.
- Identified that large companies dominate the job market and that ML Engineers, Data Scientists, and Lead Data Scientists have the highest average salaries.

Skills: Excel (VLOOKUP, HLOOKUP, PivotTables, IFERROR), Data Analysis, Visualization.

**CERTIFICATIONS**

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**Accenture North America Data Analytics and Visualization Completion Certificate** Accenture ( [Link](#) ) May 2024  
**Data Analytics and Visualization Simulation** — Accenture North America, Forage

- Completed a simulation advising a hypothetical social media client as a Data Analyst at Accenture.
- Cleaned, modeled, and analyzed 7 datasets to uncover insights into content trends to inform strategic decisions.
- Prepared a PowerPoint deck and video presentation to communicate key insights to the client and internal stakeholders.

**Professional Certificate in Data Science** Newton School

August 2023

- Comprehensive training in fundamental data science principles, including statistical analysis and data manipulation using Excel and MySQL.
- Proficient in data visualization and dashboard creation with PowerBI, enabling clear and effective communication of analytical insights.
- Hands-on experience in database management, SQL querying, and data integration, demonstrated through practical projects with Excel, Power BI, and MySQL, ensuring readiness for impactful roles in data-driven environments.

**SKILLS**

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**Data Tools:** Power BI, Power BI

**Software Packages:** Excel, MySQL, Excel

**Soft Skills:** Presentation Skills, Time management, Creativity, Teamwork, Critical Thinking, Communication Skills

**Others:** Spreadsheet, Analytics