

# Angelica Ponce

Richmond, TX | angelicaponce1107@gmail.com | linkedin.com/in/angelicaponce | Bilingual: English & Spanish

## PROFESSIONAL SUMMARY

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Healthcare operations and revenue cycle professional with 11+ years of experience, including nearly 4 years at UT MD Anderson Cancer Center across Patient Access, Financial Clearance, and Diagnostic Imaging operations. Turns operational data into decisions: built a call center KPI dashboard in Excel and Power BI, and traced recurring PET/CT claim denials to a payer-specific root cause. Currently applying correlational analysis in Python through a data analytics externship, completing an MBA in Healthcare Administration (March 2027), and preparing for the PL-300 Power BI Data Analyst exam (November 2026).

## CORE COMPETENCIES

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Revenue Cycle & Financial Clearance • Denial Root Cause Analysis • Data Analytics & Excel Modeling • Power BI • Python (pandas, Google Colab) • SQL (Fundamentals) • KPI Dashboards • Process Improvement • Change Management • Stakeholder Communication • Bilingual (EN/ES)

## ANALYTICS EXPERIENCE

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### Data Analytics Extern | Advancing Research for Children's Environmental Health September 2026 – Present

- Through Extern, link health-outcome and environmental exposure datasets from separate systems and run correlational analyses in Python (Google Colab).
- Translate findings into plain-language recommendations for public health practitioners, stating clearly what the data does and does not show.

## PROFESSIONAL EXPERIENCE

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### DI Services Coordinator | UT MD Anderson Cancer Center | Houston, TX January 2026 – Present

- Support access operations for the Diagnostic Imaging service line, coordinating scheduling workflows, patient access, and cross-functional communication across clinical and administrative teams.
- Independently built a call center analytics dashboard (call volume, abandonment rate, average wait time, staffing) then built it in Power BI, giving leadership data-driven visibility into performance gaps; received strong positive feedback from department leadership.
- Partner with clinical areas to monitor access performance, assess workflow viability, and co-create solutions aligned with the service line access roadmap.

### Financial Clearance Coordinator | UT MD Anderson Cancer Center | Houston, TX April 2024 – January 2026

- Managed financial clearance workflows (authorization, eligibility verification, clearance requirements) prior to care delivery across high-volume oncology service lines.
- Managed a claims denial project for PET/CT, tracing recurring denials to a Blue Cross Blue Shield Medicare Advantage scan-frequency rule rather than the commercial plan.
- Developed a PCP referral template to support consistent referral handling.
- Partnered with clinical areas, insurance carriers, and ancillary groups to resolve financial access barriers and escalate complex cases.

### Patient Service Coordinator | UT MD Anderson Cancer Center | Houston, TX June 2022 – April 2024

- Primary point of contact for patient access, scheduling, and service coordination in a high-volume oncology environment, including bilingual support for Spanish-speaking patients.

### Medical Office Coordinator | HCA OB/GYN Practice

- Managed physician productivity using wRVU (work Relative Value Unit) tracking.
- Led the opening of a satellite location from start to finish (~11 months) and standardized procedures across three satellite locations (2-year project).

## EDUCATION

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### MBA, Healthcare Administration | Lamar University Expected March 2027

### BBA, Business Analytics | Southern New Hampshire University Magna Cum Laude, 2025

## CERTIFICATIONS & TECHNICAL SKILLS

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- Microsoft Power BI Data Analyst (PL-300): exam target November 28, 2026
- Tools: Power BI, Excel (KPI dashboards, data modeling), Python (pandas, Google Colab), SQL fundamentals, Microsoft Office, EMR/EHR and scheduling systems