JANAE POWELL

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DATA ANALYST

Reconciliation & Auditing | EDI/X12 Transaction Analysis | Excel & Looker Reporting | Data Accuracy & Quality Assurance | HIPAA-Compliant Data Handling

PERSONAL BRANDING STATEMENT

Data-minded operations professional with 17+ years of customer service experience across call center and in-person environments, including 10+ years in healthcare, biotech, and medical device industries. Analyzes billing, eligibility, and EDI/X12 transaction data to trace discrepancies, reconcile payments, and report findings to management. Sustained QA scores above 93% maintaining eligibility and demographic data. Completing the Data Analysis Certification at Calbright College (in progress).

Signature Achievements:

- Assisted in tracing and recovering $1M+ in unbilled orders through EDI/X12 transaction analysis following an ERP migration (ACON Laboratories).
- Sustained QA scores above 93% maintaining patient eligibility and demographic data (Kaiser Permanente).
- Assisted in closing over 1,000 outstanding community care consults from 2024 and 2025 (U.S. Department of Veterans Affairs).

SIGNATURE STRENGTHS & COMPETENCIES

Data Analysis & Reporting: Excel (pivot tables, VLOOKUP) | Looker dashboards | Power BI | Payment variance and delinquency reports | Unapplied payments analysis
Reconciliation & Auditing: Billing and payment reconciliation | Purchaser payment variance audits | Month-end reconciliation | Write-offs
Data Systems: EDI/X12 | Oracle Revenue Management and Billing (ORMB) | Salesforce CRM | AdvancedMD PM | Epic | Availity
Compliance & Quality: HIPAA | QA accuracy above 93% | SOP development | Documentation

PROFESSIONAL EXPERIENCE

Physource Solutions (medical billing company) – La Mesa, CA October 2026 – Present
Administrative Assistant *(temp-to-hire through Ultimate Staffing)*

- Complete beginning-of-month and end-of-month reconciliations.
- Analyze and work the unapplied payments report.
- Verify patient insurance eligibility and active coverage and check claim status in Availity; collect and update insurance information for primary, secondary, and tertiary coverage.
- Process patient credit card payments by phone in the AdvancedMD PM system.
- Send collection letters and statements to patients with past-due balances; process write-offs for small balances and bad-debt balances routed to collections.
- Answer patient calls about insurance claims and how claims are paid. Systems: AdvancedMD PM, Epic, Availity, Bridge, PDF24.

GEICO – Poway, CA September 2026 – October 2026
Claims Specialist in Training

- Led first notice of loss calls with live policyholders, documenting claims in shorthand with efficiency, empathy, investigative skills, and a high level of professionalism.
- Demonstrated proficiency in opening reserves and exposures in ATLAS through assessments, connecting liability determinations to claim payouts and repairs.
- Researched claims rules and regulations across all 50 states using GEICO's Oracle-based knowledge base.
- Earned a 93% average on training assessments and served as an insurance subject matter expert, supporting classmates' progress.

CSC (Contemporary Services Corporation) February 2025 – Present
Event Specialist *(part-time, event-based)*

- Provide guest service and crowd management at live events.

ACON Laboratories – San Diego, CA April 2026 – August 2026
Customer Support / EDI Specialist *(Contract Assignment through LHH)*

- Analyzed EDI/X12 transactions across orders, acknowledgements, invoicing, and reports; pulled raw EDI data to support the migration from TrueCommerce to SPS Commerce.
- Assisted in data analysis to recover unpaid and uninvoiced orders after an ERP system change, reviewing every order for fulfillment and payment status.
- Reported findings on missing invoicing and coverage gaps during the system transition directly to management.
- Collaborated with warehouse and sales teams to resolve order issues and supported integration of new ERP/EDI workflows.

U.S. Department of Veterans Affairs – San Diego, CA December 2025 – February 2026
Advanced Medical Support Assistant *(Contract Assignment through Falcontek, DBA Citadel Federal Solutions)*

- Assisted in closing over 1,000 scheduled consults from 2024 and 2025 by contacting providers and confirming appointments.

- Monitored incoming community care consults and tracked progress through medical record collection and consult closure.
- Searched for medical records in JLV, Vista Imaging, and TriWest; reviewed Standardized Episodes of Care (SEOCs) for consult validity.
- Scheduled and coordinated appointments in compliance with VHA scheduling directives and HIPAA regulations.

Kaiser Permanente – San Diego, CA (Remote) July 2021 – October 2025
Account Administrative Representative
Started July 2021 as a contract employee through Aerotek; hired directly by Kaiser in April 2022.

- Verified commercial and Medicare insurance coverage with employers and third-party administrators; maintained patient demographic and eligibility data, sustaining QA scores above 93%.
- Audited purchasers with large payment variances and prepared reports on variances and delinquencies, resolving discrepancies before they affected reporting.
- Identified, researched, and reconciled billing payments to ensure accurate eligibility, payment, revenue, and membership records.
- Used Oracle Revenue Management and Billing (ORMB) to manage group billing, balances, invoices, and eligibility information.
- Processed weekly EM/eligibility files through EDI systems and supported Medicare reporting requirements.

ResMed – San Diego, CA August 2017 – May 2021
Customer Service Representative / Subject Matter Expert
Started August 2017 as a temporary employee through Suna Solutions; hired directly by ResMed in March 2018.

- Served as Subject Matter Expert for the Sleep and Ventilation Program (RSVP); developed SOPs for device billing workflows.
- Used Oracle and Salesforce to process purchase orders (including EDI) and manage communications with DME providers, hospitals, and labs.
- Supported financial reconciliation and processed special credits with Finance to ensure billing accuracy.
- Trained new team members and created documentation that reduced onboarding errors.

Anthem, Inc. – Richmond, VA November 2015 – July 2017
Customer Service Representative II

- Verified benefits and resolved complex claims issues using ICD-9 codes and plan documentation.
- Logged, tracked, and reported member service interactions for compliance and training while maintaining HIPAA compliance.

Earlier Experience: Sears Holdings, Backroom Associate, Cash Room Associate, and Hard Lines Merchandising Lead (2012 – 2016); Wells Fargo, Phone Banker (2013 – 2014); Wawanesa Insurance, Customer Service Representative (2008 – 2012).

VOLUNTEER EXPERIENCE

Girl Scouts San Diego – Service Unit Fall Coordinator & Cookie Coordinator September 2024 – Present

- Review orders for all troops and individual Girl Scouts across the service unit in Digital Cookie, ABC Smart Cookies, and the fall product dashboard to ensure order accuracy.
- Built dashboards in Looker; created PowerPoint presentations and took meeting minutes to track follow-up items.
- Trained troop leaders on sales tracking in Excel and Google Sheets; resolved reporting discrepancies before council submission.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Business Administration | University of Phoenix, San Diego, CA (2016)
In Progress: Data Analysis Certification | Calbright College
In Progress: AAPC Professional Medical Coder Certification | Coursera
Completed: Automate Your Workflows with Generative AI (PMI-accredited); Gemini in Google Drive; Gemini in Google Meet | LinkedIn Learning, June 2026