

Jasmine Rankin

Greensboro, NC

Phone: 336-309-3449

Email: jaidne89@outlook.com

LinkedIn: linkedin.com/in/jasminerankin

Summary

Documentation and compliance analyst with 7+ years of experience auditing records, writing procedures, training staff, and coordinating projects in regulated healthcare and technology environments. Audits 70-115 records per day against federal and payer requirements, leads new-hire training, and builds Excel trackers that surface recurring errors. As a nonprofit Area Director, coordinates events, supply drives, 25+ community partnerships, and the organization's document library. Procore Certified (Project Manager: Core Tools) and training in Oracle Aconex; seeking project administration, project coordination, and document control roles.

Skills

- Document control: version and revision tracking, controlled documents, records management, document standardization, audit readiness
- Procedure and SOP writing, knowledge management, staff training
- Quality assurance: documentation auditing, error trend analysis, root cause analysis
- Regulatory compliance: CMS, HIPAA, PCI
- Project coordination: task assignment, workflow setup, and event and project planning for community and small business teams (Asana)
- Tools: Microsoft Excel, Microsoft Word, Microsoft Outlook, SQL, Procore, Oracle Aconex (in training), Asana, Brightree, EHR systems, ticketing systems

Experience

Medical Documentation Analyst / Compliance Reviewer

Cardinal Health, Remote | October 2021 - Present

- Audit 70-115 patient records per day for accuracy, completeness, and compliance with Medicare, Medicaid, and commercial payer requirements, keeping files audit-ready.
- Write and update procedures when knowledge gaps appear, creating documentation where none existed.
- Lead new-hire training classes on document auditing, compliance, and company policies and procedures.
- Build Excel trackers that log error and issue trends across work queues, surfacing recurring documentation problems for correction.
- Track recurring issues in continuous glucose monitor (CGM) and diabetic device cases to flag problems early.
- Interpret clinical notes and validate ICD-10-CM, CPT, and HCPCS codes; resolve incomplete records by coordinating with provider offices.
- One of a few team members trained on INR monitoring documentation; support the team's adoption of Brightree while maintaining HIPAA compliance.

Area Director

ResourcesLinked Triad (nonprofit), Greensboro, NC | 2015 - Present

- Plan and run community events and supply drives from start to finish, distributing 450+ hygiene kits; secure event space, coordinate partners, and track tasks and deadlines in Asana.
- Built 25+ community and business partnerships between Charlotte and Greensboro, coordinating donations, logistics, and event timelines.
- Set up and maintain a volunteer hub with a database of volunteers for staffing events and drives.
- Built and maintain the organization's document library: 20+ planning documents, program guides, participant packets, partner proposals, and trackers.

- Consolidated five community resource guides into a 275-organization directory with deduplicated records and standardized fields.
- Maintain Excel trackers for grants, in-kind sponsorships, supplies, and expenses.

Patient Reimbursement Analyst

Kelly Services, Remote | 2019 - 2020

- Reviewed patient and payer documents for completeness and accuracy before submission, reducing reimbursement delays.
- Maintained eligibility and reimbursement status records for each patient account.
- Researched claim denials and prior authorization requirements and tracked open items through to resolution with payers and provider offices.

Tier III Technical Support

Gilbarco Veeder-Root (via Adecco), Greensboro, NC | 2017 - 2019

- Coordinated with engineering to schedule software deployments to fuel retail sites, choosing the best release windows for each rollout.
- Managed software updates for in-house point-of-sale test systems that mirrored field sites, and for Tier I and II support tools.
- Trained Tier I and II agents on new software and updates.
- Diagnosed root causes of escalated point-of-sale and payment system issues that Tier I and II support could not resolve.
- Documented troubleshooting and resolutions in tickets, and flagged changed or outdated knowledge-base guidance so support stayed accurate.
- Supported SQL Server databases and coordinated with authorized field service contractors to restore system uptime, following PCI compliance requirements.

Certifications and Training

- Procore Certification: Project Manager, Core Tools (Specialty Contractor), Procore Technologies, October 2026
- Oracle Aconex document control training, in progress
- IBM Data Analysis with Python, 2023
- IBM Databases and SQL for Data Science, 2023
- CompTIA A+, 2016 (expired 2019)

Education

Guilford Technical Community College, Greensboro, NC

Associate in Arts, Sociology transfer pathway (in progress)