JIEUN PARK

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SUMMARY

I am a visionary healthcare analytics leader with a proven track record of delivering measurable value across diverse multi-site operations through strategic collaboration. I specialize in transforming complex healthcare data into clear, actionable insights that enhance patient care, streamline operations, and ensure strict regulatory adherence. I enjoy driving innovation in healthcare analytics while adhering to established best practices.

PROFESSIONAL EXPERIENCE

Director of Business Intelligence | BestSelf Behavioral Health, Buffalo, NY | *Jun 2023 – Present*
- Spearheaded the implementation of Cerner Millennium analytics following EHR migration, resulting in the recovery and prevention of $3 million in uncollected revenue
- Designed and directed the organization-wide data governance strategy, ensuring full regulatory compliance and establishing readiness for AI/ML initiatives
- Enhanced regulatory compliance by deploying organization-wide row-level security (RLS) solution within Power BI, which drove a 45% increase in treatment compliance through data-informed interventions
- Streamlined revenue cycle processes and eliminated manual tracking by implementing Power BI solution integrated with Power Apps
- Implemented automated systems utilizing Robotic Process Automation (RPA) and custom scripts, leading to a 35% reduction in manual effort in revenue cycle area

Quality Improvement Project Manager | BestSelf Behavioral Health, Buffalo, NY | *Mar 2022 – Jun 2023*
- Identified and led $2M in cost saving project by optimizing prescriber workforce allocation with advanced modeling techniques
- Developed and deployed a statistical analysis system to restructure staffing levels
- Successfully built strong stakeholder partnerships, achieving improvements in SAMHSA, CCBHC, HEDIS, and value-based care (VBC) metrics

Office Manager | BestSelf Behavioral Health, Buffalo, NY | *Mar 2020 – Jun 2022*

Quality Improvement Administrative Assistant | Catholic Health System, Buffalo, NY | *Sep 2017 – Jan 2019*

EDUCATION

MASTER'S DEGREE | **Business Administration** | Jacksonville State University

BACHELOR'S DEGREE | **Computer Science** | Western Governors University

TECHNICAL EXPERTISE

Analytics & Visualization Power BI • Power Automate • Power Apps • Crystal Reports

Programming & Development Python • DAX • SQL • PowerShell • SSIS • Kotlin • Java • JDBC • JavaFX

Statistical Analysis Predictive Modeling • Machine Learning • Statistical Testing

PROJECTS

1. **Machine Learning Capstone: SDOH Vaccine Prediction**
   - Built predictive model using social determinants of health data
   - Established advanced statistical modeling and healthcare analytics skills
2. **RAG powered AI Chatbot**
   - Developed an AI chatbot utilizing a Retrieval-Augmented Generation (RAG) system to answer queries based on ingested documentation