
Charlie Fernandez

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Summary

Highly skilled Business Analyst with extensive experience in data analysis and project management within the healthcare industry. Proven ability to enhance operational efficiency and drive growth through strategic planning and innovative solutions. Effective communicator with a track record of collaborating across teams to achieve business objectives.

Skills

- Data analysis
- BI tools expertise
- Advanced Excel
- SQL Proficiency
- Stakeholder communication
- Data Visualization Tools
- Process Optimization
- Effective Organizational Skills
- Strategic planning
- User acceptance testing
- Cost-benefit analysis
- Business process improvement
- Analytical thinking
- Team collaboration

Experience

01/2020 - Current

Centene — Queens, NY

Business Analyst I

- Facilitated data integrity oversight for member enrollment, ensuring state compliance.
- Developed comprehensive project plans, and presented actionable insights to management.
- Improved system efficiency through innovative process documentation and analysis.
- Resolved critical issues by prioritizing and implementing logical solutions to enhance system performance.
- Resolved complex eligibility issues, minimizing member abrasion and improving service delivery.
- Develop detailed technical requirements for successful project implementation.
- Enhanced health plan initiatives through data-driven decision-making.
- Streamlined claim processing by accurately updating account changes.

10/2017 - 12/2019

Metroplus Health Plan — Brooklyn, NY

Enrollment Sales Representative

- Record and respond to all Customer contacts and update in the tracking system
- Manage and ensure appropriate follow-up and closure for all customer contacts
- Process and resolve complaints and record given information in the system
- Provide all benefit/service-related information to members, prospective

- members and providers
- Perform retention efforts for all lines of business
- Handle disenrollment inquiries from members, providers and regulatory agencies
- Respond to all claim billing inquiries from providers and members

Education

05/2023 **Manhattan College** Bronx, NY
Master of Science: Chemical Engineering

05/2018 **Lehman College (CUNY)** Bronx, NY
Bachelor of Arts: Biochemistry

Languages

English:

 Professional

Spanish:

 Professional