

ROLANDO PUNONGBAYAN

Greater New York City Area
bongp07002@gmail.com
Projects: <https://rolandopunongbayanjr.carrd.co/>

551-580-1459

<https://linkedin.com/in/rolandopunongbayanjr>

DATA/BUSINESS ANALYST

Detail-oriented and analytical professional with a strong background in data analysis, business intelligence, and process optimization. Skilled in transforming complex data into meaningful insights that drive strategic decision-making and operational efficiency. Proficient in automation, reporting, and business analytics tools, with experience in programming and data visualization. Adept at collaborating with cross-functional teams to identify challenges, develop solutions, and improve workflows. Committed to continuous learning in analytics, machine learning, and business intelligence to enhance organizational performance. Expertise in data analysis, quality improvement, regulatory compliance, and healthcare operations. Skilled in analyzing medical records, claims data, and performance metrics to support HEDIS, NCQA, CMS, and MLTSS initiatives. Adept at optimizing workflows through automation, reporting, and business intelligence tools such as Excel, SQL, Power BI, and Tableau. Strong background in auditing, risk mitigation, and healthcare process optimization to enhance patient safety and care outcomes. Passionate about leveraging data-driven insights to improve healthcare quality, operational efficiency, and compliance with industry standards.

CORE COMPETENCIES

Excel | SQL | Tableau | Power BI | Machine Learning | Python | R Language | Text Mining | Data Abstraction & Analytics | Project Leader | Interpersonal Communication | Detailed Writing Skills | Operational Process Efficiencies Reporting | Presentations | Continuous Quality Improvement | Cross-Functional Collaboration | Medical Records Review & Audit | Managed Care | Contractual & Regulatory Compliance | Patient Quality & Safety | Issue Spotting & Risk Mitigation | Healthcare Data Analytics & Reporting | HEDIS | CMS | NCQA Compliance | MLTSS | Risk Adjustment | Utilization Review | Patient Quality & Safety | Issue Spotting & Risk Mitigation | Operational Process Efficiencies | Data Abstraction & Analytics | Business Intelligence & Visualization | Cost Analysis | Project Leadership | Interpersonal Communication | Presentations | Detailed Writing Skills

HIGHLIGHTS

- **Healthcare Data Analytics & Compliance** – Analyzes medical records, claims data, and healthcare trends to support HEDIS, NCQA, CMS, and MLTSS initiatives, ensuring regulatory compliance and operational efficiency.
- **Data Analysis & Business Intelligence** – Transforms complex datasets into actionable insights through report generation, trend analysis, and interactive dashboards in Power BI and Tableau.
- **Process Automation & Efficiency** – Designed and implemented a fax blasting system, reducing request processing time from 83 seconds to 2.5 seconds, increasing productivity by 3000%.
- **Medical Record Analytics & Compliance** – Conducts medical record review, abstraction, and overreads, ensuring regulatory compliance and improving data accuracy for decision-making.

- **Audit & Risk Mitigation** – Performs MLTSS file audits to assess compliance with case management, utilization management, and contractual standards, escalating critical issues as needed.
- **Cross-Functional Collaboration & Process Optimization** – Works with business stakeholders, IT teams, and healthcare professionals to enhance data collection, reporting accuracy, and workflow efficiency.

EXPERIENCE

Lead Data/Business Analyst December 2023 - Present

The Cheerful Giver Company

- Analyze operations, financials, and key metrics to optimize efficiency and support strategic decisions. Develop Excel and Tableau dashboards for real-time data tracking and reporting automation.
- Create reports and presentations in Excel, providing insights for cost reduction, revenue growth, and impact optimization. Conduct forecasting and trend analysis while ensuring data accuracy.
- Implement data-driven solutions to enhance efficiency, resource allocation, and decision-making. Collaborate with leadership to interpret data and drive strategic initiatives.
- Present insights to executives and stakeholders, supporting board meetings with analytical reports and recommendations for organizational growth.

Business Analyst (2020 - December 2023)

Centene corporation (including Wellcare Health Plans, inc.)

Other positions:

- QI - Medical Management Auditor (2020)
- QI Specialist - MLTSS (2018 - 2020)
- QI Coordinator/HEDIS Reviewer (2017 - 2018)
- Patient Care Advocate (2017)

Nursing – May 2007 – December 2017

Administrative Assistant/Bookkeeper Trans Orient, Inc., March 2001 – May 2005

Computer Programmer/Systems Analyst 1990 – 2001 (Prior to migrating to the U.S.A.)

EDUCATION | LICENSES | CERTIFICATIONS

- **Master of Science in Computer Science – Interactive Intelligence, Georgia Institute of Technology** (Expected 2026)
- **Master of Business Analytics – Healthcare Analytics, University of Texas, Rio Grande Valley** (Academic Excellence Award) – Graduated 2024
- **Master of Legal Studies (Health Law) – Liberty University** – Graduated 2023
- **Master of Health Administration** – Graduated 2022
- **Data Analytics Accelerator Certification**
- **Business Analyst Certification, University of South Florida**
- **Licensed Practical Nursing, Eastwick College** (*Licensed active in New Jersey and New York*)

- **Bachelor of Science (B.S.), Business Management**, Philippine Christian University, Manila