

# SAMANTHA KANEUNYENYE



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27 Travis St, Worcester MA 01604

*Risk Management*  
*Business & Product Analysis*  
*Requirements Gathering & Analysis*  
*Business Process Improvement*  
*Strategic Business Planning*  
*Exceptional Problem-Solving Skills*  
*Product Development*  
*Excellent Communication Skills*  
*Critical and Analytical Thinker*  
*Data Analysis*  
*Budgeting & Planning*  
*Requirements Analysis*  
*PSM*

## PROFESSIONAL SUMMARY

Highly accomplished and result-driven professional with proven competencies in analyzing business and product processes. Offer a rich blend of expertise and first-hand knowledge in monitoring product's performance, determining the profitability of a product, and translating data into usable information. Vastly proficient in clarifying business requirements, performing gap analysis between goals and existing procedures/ skill sets, and designing process and system improvements to increase productivity and reduce costs. Recognized as a visionary and creative thinker with strong analytical skills in conceptualizing solutions that align advanced analytics with business strategy to meet business objectives within an acceptable level of risk. Meticulous analyst with an unmatched skill in solving organizational problems by assessing business performance and suggesting corrective actions.

## SELECTED ACHIEVEMENTS

- Focused on values, corporate objectives, and strategic planning, which directly impacted the success, growth, and profits of a business.
- Stay abreast of product standards, business applications and technology platforms to ensure company leverages latest performance tools.
- Played a key role in redesigning company's product offerings in response to a quickly changing market by researching the market extensively and developing comprehensive customer profiles.
- Pioneer in identifying and reporting potential risk, which increased company visibility and enhance its perception as an industry leader.

## PROFESSIONAL EXPERIENCE

**Acton Medical Associates (321 Main St)**

**Acton, MA - Jan 2021- Present**

**Director of Clinical Applications**

### Key Accomplishments

- Designed and Implemented EMR user training program for a 50 Provider Practice.
- Member of the Compliance board.
- Works with Quality Assurance to ensure adherence to CMS measures
- Mapping labs, diagnostic testing to meet CMS measures
- Decision maker on Compliance, patient safety and best practice workflows for entire practice.
- Team leader of the Training Team.
- Successfully ensure HIPAA compliance and patient data safety measures are met in a timely manner.
- Primary contact between Clinical staff and non-clinical staff
- Design and Implement Optimization Workflows for entire practice

**eClinicalWorks (2 Technology Drive)**

**Westborough, MA - Dec. 2019 – Jan 2021**

**Strategic Account Manager**

### Key Accomplishments

- Analyze existing business processes and identify improvement areas for clients.
- Responsible for translating client business requirements to the product development team.
- Handle the responsibilities of developing business strategies to maintain the client cash flow.
- Coordinate and spearhead internal and external teams' tasks while proactively maintaining profitable time management.

- Successfully ensure HIPAA compliance and patient data safety measure are met in a timely manner.
- Serve as the client's primary business contact and was responsible for client satisfaction while Identifying potential risk and escalating to necessary teams.
- Work with external and internal stakeholders to identify and rectify client business needs and gaps in care.
- Create and implement a variety of strategic initiatives design to enhance the business and client accounts.

**eClinicalWorks (2 Technology Drive)**  
2019

**Westborough, MA - Jun. 2017 – Dec.**

**Software Specialist**

**Key Accomplishments**

- Successfully managed EMR Software on every Implementation of new Projects.
- Acted as HIPAA compliant and Clinical Workflow Analyst.
- Monitored and maintained client relationships during Go-Live Training and Support to achieve organization goals.
- Independently worked at client sites to trained staff, built clinical workflows, and managed client relationships.
- Managed and provided accurate software functionality and project usability.
- Maintained a high level of professionalism and customer service when addressing the clients about their issues, questions, and specific needs.
- Provided technical support and resolved software issues with clients via telephone.

**First Republic**  
2017

**Boston MA - Jan. 2015 - Jun.**

**Banking Analyst**

**Key Accomplishments**

- Identified and report potential risk and worked with other areas to minimized or eliminated the risk.
  - Formulated business strategies and development plan to help the bank achieved its long-term and short-term objectives.
  - Proficiently and accurately granted online banking access to clients.
- Complied with all federal and state laws, regulations, and guidance.
- Partnered with business units and business systems to review and develop IT forms and databases to further enhance complaint reporting.
- Developed and maintained a thorough working knowledge of all aspects of banking in the Central Office.
- Assisted with negotiations regarding transaction terms and interfaced with sponsors, attorneys, and other external parties to coordinate and facilitate deal processes.
- Exhibited a sense of urgency and exceptional problem solving and active listening skills to resolve technical issues while working

with banking software vendors. **CitedelSoft**

**Product Analyst**  
2014

**Auburn MA - Jun. 2014 – Dec.**

**Key Accomplishments**

- Worked with various teams in addressing challenging clients on product usability.
- Improved implementation process to ensure products are accurately implemented and in compliance.
- Documented functional and business requirements in collaboration with the product development team.
- Assessed operational workflow to provide recommendations and managed the implementation of improvements to optimized operational efficiencies.
- Interacted with the development process team in decision-making around the functionality of product.

**EDUCATION & CERTIFICATION**

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B.S. Bachelor of Science in Information Technology | University of Massachusetst

**Certification:** Professional Scrum Master (PSM I)

**In Progress:** Certified in Healthcare Compliance (CHC)