

DAIRA FELIX

Healthcare Operations Professional | Business Analyst | Healthcare Technology

Improving healthcare operations through business analysis, workflow optimization, and practical technology solutions.

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PROFESSIONAL PROFILE

Business analyst and healthcare operations professional with hands-on experience improving clinical workflows, analyzing business processes, and supporting revenue cycle operations within a multi-provider pediatric clinic. Experienced in insurance verification, EHR data management, cross-functional collaboration, and patient financial responsibility. Founder of Cherry Syntax LLC, where I partner with healthcare organizations and small businesses to evaluate operational challenges and develop technology solutions through workflow automation, business analysis, and custom software. Currently pursuing a Master of Science in Business Analytics & Artificial Intelligence at The University of Texas Rio Grande Valley, combining healthcare operations expertise with analytics and technology to solve real-world operational challenges.

CORE COMPETENCIES

Healthcare Operations: Insurance Verification, Patient Eligibility Verification, Benefits Verification, Patient Financial Responsibility, Revenue Cycle Support, Healthcare Workflow Analysis, eClinicalWorks (EHR), HIPAA Compliance.

Business Analysis: Requirements Gathering, Business Process Analysis, Business Requirements Documentation, Workflow Optimization, Root Cause Analysis, Stakeholder Management, Business Process Improvement, Process Documentation, Solution Design.

Data & Analytics: Microsoft Office Suite, Microsoft Excel, SQL, Tableau, Data Visualization, Reporting & Analysis, Data Integrity.

Technology: Python, JavaScript, HTML5, CSS3, React, Next.js, Git, GitHub.

Consulting & Project Management: Client Communication, Project Planning, Scope Development, Technical Documentation, Workflow Automation, SDLC, Cross-functional Collaboration.

PROFESSIONAL EXPERIENCE

Insurance Verification Specialist

March 2024 – Present

Argenal Pediatrics & Family Care

- Develop, maintain, and manage daily Microsoft Excel verification reports for 70–100 patients across two clinic locations.
- Verify insurance eligibility, deductibles, copayments, coinsurance, authorizations, and covered services with BCBS, UnitedHealthcare, Aetna, Cigna, Molina, Superior HealthPlan, and Driscoll Health Plan.
- Maintain accurate documentation in eClinicalWorks while supporting revenue cycle operations.
- Explain insurance benefits and patient financial responsibility in person and by phone.
- Collaborate with billing, laboratory, providers, and front-office teams to resolve insurance discrepancies.
- Support scheduling, document management, medication authorization troubleshooting, and administrative workflows.
- Collaborate across both clinic locations to maintain operational efficiency.

Founder & Business Technology Consultant

2026 – Present

Cherry Syntax LLC

- Founded Cherry Syntax LLC, focused on healthcare operations and business technology consulting.

- Secured the company's first consulting engagement through a signed software development proposal.
- Conduct workflow analysis, requirements gathering, stakeholder discussions, and process documentation.
- Develop proposals, pricing models, implementation timelines, and technical recommendations.
- Lead development of workflow automation tools and custom software solutions.
- Manage branding, business development, project planning, and client relationships.

FEATURED CONSULTING PROJECT

Patient Cost Estimation Platform

Client: Multi-Provider Pediatric Clinic | Status: Approved | In Development

Client Challenge

Front-office staff manually calculated patient responsibility using multiple insurance fee schedules, creating inefficiencies and inconsistent estimates.

Business Analysis

- Observed workflows
- Gathered stakeholder requirements
- Documented pain points
- Identified automation opportunities

Proposed Solution

Designed a web application that automates patient responsibility calculations while generating itemized temporary estimates.

Key Contributions

- Workflow analysis
- Requirements gathering
- Project scope
- Pricing proposal
- Gantt chart
- Leadership presentation
- Approval to proceed with development

Expected Business Value

- Reduce manual calculations
- Improve pricing transparency
- Standardize workflows
- Improve patient understanding

SELECTED ANALYTICS PROJECTS

Healthcare Cost & Reimbursement Analysis

Graduate analytics project using Tableau to analyze healthcare reimbursement and operational costs, delivering executive dashboards and recommendations.

EDUCATION

Master of Science, Business Analytics & Artificial Intelligence

The University of Texas Rio Grande Valley — Expected Summer 2026

Bachelor of Applied Technology, Computer and Information Technologies

South Texas College

LEADERSHIP & PROFESSIONAL ENGAGEMENT

- Project Manager — Graduate Business Leaders Association (GBLA)
- Vice Chairman — South Texas Information Technology Association (STITA)
- Volunteer Technology Instructor — Nonprofit Organization
- Volunteer Scratch Programming Instructor — Nonprofit Organization

PROFESSIONAL CERTIFICATIONS

Professional

- Google Data Analytics Professional Certificate
- Google Project Management Professional Certificate
- Google UX Design Professional Certificate
- Google IT Automation with Python Professional Certificate

Healthcare

- American Heart Association Basic Life Support (BLS)
- OSHA for Healthcare with Bloodborne Pathogens Training

TECHNICAL SKILLS

Business Applications: Microsoft Excel, Word, PowerPoint, Outlook.

Healthcare Systems: eClinicalWorks.

Analytics: SQL, Tableau.

Programming: Python, JavaScript, HTML5, CSS3, React, Next.js.

Development Tools: Git, GitHub.

PROFESSIONAL PORTFOLIO

Website: cherrysyntax.com

LinkedIn: linkedin.com/in/dairafelix

GitHub: github.com/dairafelix

ADDITIONAL EXPERIENCE

Score Transcription Specialist

La Joya ISD University Interscholastic League (UIL)

- Transcribed and validated competition scores.
- Identified discrepancies before final reporting.
- Maintained organized records under strict deadlines.