

# ELENA VASQUEZ

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Senior business analyst with 9 years across SaaS and healthtech. Specialize in cross-functional projects where product, data, and ops have to land on one definition of the truth. Strong on requirements, light on jargon.

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## PROFESSIONAL EXPERIENCE

Senior Business Analyst | May 2021 – Present  
Riverstone Health Technologies, Austin, TX

- Lead requirements work for the revenue cycle integration program connecting 6 EHR partners to our billing platform
- Drove a \$1.4M annual reduction in denied-claim rework by rebuilding the eligibility verification rules with clinical ops
- Run weekly working sessions with product, engineering, and finance to keep the roadmap synced
- Wrote the canonical data dictionary for patient and encounter entities now referenced across 5 squads
- Coach 3 analysts on writing requirements that survive contact with engineering

Business Analyst | November 2018 – March 2021  
Cardinal Trail Software, Denver, CO

- Owned requirements for the billing and entitlements module used by 320+ B2B customers
- Mapped the contract-to-cash process end to end and flagged 12 manual steps that became the next year's automation backlog
- Partnered with the data team to define MRR and churn metrics consistently across finance and product reporting
- Ran UAT for 9 quarterly releases with customer success and finance stakeholders

Business Analyst | November 2016 – August 2018  
Foxglen Insurance Services, Denver, CO

- Gathered requirements for policy admin enhancements across personal lines
- Built SQL extracts and Tableau dashboards for underwriting leadership
- Wrote BRDs and use cases for 4 vendor integrations

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## EDUCATION

B.A. Economics  
University of Colorado Boulder September 2016

PMI-PBA (Professional in Business Analysis)

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## KEY SKILLS

- SQL (advanced)
- Process mapping (BPMN)
- Jira & Confluence
- Stakeholder facilitation
- Healthcare claims data
- BRDs, FRDs, use cases
- Tableau
- Data dictionaries
- Agile/Scrum
- SaaS metrics (MRR, churn, ARR)