

JASON BULLOCK

BUSINESS ANALYST · HEALTHCARE DATA & REQUIREMENTS

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PROFESSIONAL SUMMARY

Business Analyst with 4+ years of formal BA experience embedded within one of the country's largest kidney care organizations, backed by a 14-year technical career spanning data integration, IT support, and compliance operations. Skilled at translating complex, ambiguous business problems into structured requirements, clear documentation, and actionable development work. Brings rare cross-functional depth — healthcare domain expertise, hands-on Agile/SDLC experience, and technical fluency in SQL and data systems — alongside a track record of process improvement and stakeholder alignment in high-stakes healthcare environments.

CORE COMPETENCIES

Requirements & Documentation	Requirements Analysis · User Stories & Acceptance Criteria · BRDs & Process Flows · Use Cases
Agile & SDLC Tools	JIRA · ServiceNow · Confluence · MS Teams · Agile/Scrum Ceremonies
Data & Reporting	SQL & T-SQL · Microsoft SQL Server · Power BI · Tableau · Excel Analytics
Stakeholder & Project Mgmt.	Facilitation · Prioritization Sessions · UAT Support · Cross-Functional Communication
Healthcare Domain	Revenue Cycle · Dialysis Operations · CMS Quality Programs · HIPAA-Aware Development
Process Improvement	Workflow Automation · Knowledge Base Development · AI Tool Integration

PROFESSIONAL EXPERIENCE

DAVITA KIDNEY CARE

BRENTWOOD, TN

Fortune 500 — one of the largest kidney care providers in the U.S.

Business Analyst

MAY 2021 - MAY 2026

- Triaged and investigated Tier 3 ServiceNow incidents assigned to the team, conducting hands-on testing and stakeholder clarification to accurately scope issues before routing them into the development lifecycle via JIRA.
- Created and maintained JIRA tickets with structured requirements documentation — user stories, acceptance criteria, and reproduction steps — ensuring development teams had clear, actionable specifications to move issues through the SDLC to production.
- Facilitated Product Owner and stakeholder prioritization sessions, presenting backlog items and guiding consensus on development priority rankings across business and IT teams.
- Expanded and maintained the team's Confluence knowledge base, authoring articles, centralizing cross-team resource links, and improving reporting access to reduce knowledge silos.
- Deployed an AI agent to automate JIRA ticket formatting from incident notes, **cutting ticket creation time by approximately 50%** and improving documentation consistency across the team.

Developer, Data Integration

SEP 2018 - MAY 2021

- Researched discrepancies, maintained SQL-based data integrations and enterprise reporting solutions supporting Revenue Operations across a nationwide network of dialysis clinics.
- Built and maintained high-visibility production dashboards used by field directors, regional leadership, and corporate revenue teams to surface operational trends, compliance anomalies, and financial opportunities.
- Identified a critical data defect preventing patient records from being accepted by the Medicare system — a direct driver of clinic performance under CMS's Quality Incentive Program (QIP) and Five-Star Quality Rating System. Resolution **raised Medicare data acceptance rates from approximately 89% to 92%**, directly improving quality scores across the clinic network.
- Partnered with cross-functional stakeholders across clinical operations, IT, finance, and field leadership to translate complex, ambiguous business problems into validated data architecture and reporting solutions.

Developer, Data Integration — continued

- Drove continuous improvements in data accuracy, processing efficiency, and self-service analytics capabilities, reducing manual reporting burdens across multiple corporate teams.

IT Support Analyst

APR 2015 - SEP 2018

- Supported Revenue Operations end-users by troubleshooting core application issues, running targeted SQL queries against production data, and building custom tracking dashboards to surface incident trends.
- Served as primary technical translator between non-technical field users and core IT development teams, converting ambiguous problems into actionable technical specifications.
- Identified systemic technical bottlenecks and process gaps, piloting tooling improvements that increased team ticket velocity and reduced recurring incidents.
- Promoted into the Data Integration Developer role based on demonstrated SQL proficiency, technical self-education, and quantifiable value delivered to Revenue Operations.

Licensing & Certification Specialist

AUG 2012 - APR 2015

- Managed complex Board of Pharmacy, EPA, and state licensing compliance workflows across DaVita's national dialysis clinic footprint.
- Led recurring cross-functional alignment calls with internal executive stakeholders and external state regulators to track new clinic operational status and regulatory updates.
- Developed comprehensive training frameworks and refined internal data tracking workflows using Excel, Word, Visio, and Adobe Acrobat to minimize regional compliance risk.

AMERICAN HOMEPATIENT, INC.

BRENTWOOD, TN

Licensing & Patient Support Specialist

JUN 2008 - AUG 2012

- Monitored and executed Board of Pharmacy, DEA, and multi-state compliance renewals across a national home medical equipment operation, preventing legal penalties and operational revocations.
- Coordinated with state regulators, regional branch managers, and area supervisors to resolve complex patient care grievances and multi-jurisdictional compliance discrepancies.
- Audited, formatted, and centralized corporate policy and procedural documentation across digital platforms to streamline internal auditing processes.

STATE OF TENNESSEE – TENNCARE

NASHVILLE, TN

Managed Care Specialist III

MAY 2002 - MAY 2008

- Supervised and mentored a ten-member operational team processing high-volume pharmacy and medical appeals within state regulatory frameworks.
- Monitored production metrics and daily output, diagnosing bottlenecks to improve processing throughput and accuracy.

LAKE FEVER PRODUCTIONS

NASHVILLE, TN

Owner & Audio Engineer

JAN 2001 - OCT 2011

- Founded and scaled a commercial music production enterprise serving local and national recording artists across multiple Nashville-area studio locations.
- Managed end-to-end client relationships, project delivery, marketing, and brand operations alongside hands-on audio engineering, mixing, and sound design.

LEADERSHIP & COMMUNITY

Brentwood Early Risers Toastmasters

- **Club President** (June 2017 – June 2018): Led a chartered Toastmasters International club, directing officer alignment, member recruitment, and strategic planning to maintain consistent Distinguished Club recognition.
- **VP of Public Relations** (June 2014 – June 2015): Managed brand marketing, website administration, and digital content distribution to accelerate community outreach and membership growth.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Mass Communications — Middle Tennessee State University, Murfreesboro, TN

Google Cloud Generative AI Leader

IN PROGRESS (2026)