

## Glenn Kynard Jr.

Mr. Kynard is a multi-certified technology professional with experience in financial reporting, and managing enterprise implementations of healthcare information systems. He is an expert in gathering, analyzing and defining business and functional requirements; creating global and predictive metrics, efficient dashboard designs; trend charts and other decision-making tools; leading data-modeling and process-mapping initiatives; and designing/re-engineering processes, workflows and technology solutions for healthcare systems. Mr. Kynard has work with several clients implementing next generation technical solutions improving revenues, margins and workplace productivity.

Mr. Kynard specializes in KPI Predictive Analytics, Cost Benefit Analysis, Data/Business/Systems Analysis, Data Flow & Process Mapping, SQL Queries & Data Modeling, Database Design & Management, Financial Revenue Modeling / Trending, Scripting / Documentation / Testing and Technical Writing – Manuals & System Specs

### ***Accomplishments***

- Created Decision Support Department for Medical Company
- Developed numerous financial and budget based custom programs including a metrics based budget development tools
- Claim denial monitoring/workflow management program. Led to more efficient tracking of \$5 million in claims.
- Automated internal audit control checks, claim distribution, employee and client level accuracy metrics, automated manpower work queue leveling, and claim processing audit to ensure 100% submission.
- Developed corporate wide Key Performance Indicator (KPI) dashboards. Dashboards provided real time volume (daily, weekly, month to date, year to date), employee productivity, revenue, company financial position, and operational targets. Dashboards implemented from Board to functional coordinator levels.
- Developed system database to extract work queue required information from 7 separate billing and financial systems that served as a bridge to accurate reporting of \$25 million in revenue.

### ***Education***

Eastern Michigan University  
Masters of Liberal Studies in Information Assurance (MLS)  
Bachelors of Business Administration (BBA)

### ***Technology Summary***

Certifications: Certificated Information Security

Applications: Microsoft Access, Microsoft SQL Enterprise Manager, Microsoft SQL Query Analyzer, Microsoft Visio, Microsoft Office, FRX Report Writer, Microsoft Dynamics GP