RYAN DOW

Cranberry Peak Consulting, LLC

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SUMMARY OF QUALIFICATIONS

Results-driven healthcare IT professional with over a decade of deep expertise in athenaNet. Proven track record spanning client support, interface network management, and product knowledge at athenahealth. Complemented by hands-on consulting experience delivering tailored solutions to healthcare organizations. Highly adept at clinical workflow optimization, system configuration, integration management, and end-user training. Disciplined, detail-oriented, and mission-focused.

PROFESSIONAL WORK EXPERIENCE

Cranberry Peak Consulting, LLC | Remote
President   December 2024 – Present

- Provides advisory and consulting services to healthcare organizations on the athenaOne (athenaNet) platform. Works to identify opportunities across staff, processes, and technology to improve clinical and financial performance.
- Builds custom reports in Data View using SQL. Reviews and modifies existing reports to surface key business insights and meet grant reporting and compliance requirements.
- Implements order sets and procedure templates mapped to accurate CPT codes. Customizes encounter layouts and patient portal settings to improve clinical efficiency and patient experience.
- Troubleshoots and resolves interface errors across HL7, API, and flat-file integrations. Performs TAO mapping reviews, manages user administration, and handles collector and clinical admin settings.
- Provides end-user onboarding and training and acts as an ongoing help desk resource. Develops internal documentation including tips and tricks, known issues, and resolution guides.
- Assists with schedule building, administration, and training. Supports implementation of new schedules and troubleshoots scheduling issues as they arise.

Golden Health Initiative, Inc. | Remote
Vice President, Application Support   January 2022 – November 2023

- Worked with multiple technology areas and management teams to ensure appropriate integration of applications to meet organizational goals.
- Managed, maintained, and supported applications and their operating environments, focusing on stability, quality, and functionality against service level expectations.
- Provided an advanced level of expertise in application support principles and developed and maintained technical support documentation.
- Worked collectively with partners to stand up new integrations and functionality, adjusting quickly to changing priorities.

Stay at Home Dad
                                                                                               December 2017 – December 2021

athenahealth, Inc. | Belfast, ME
                                                                                               September 2011 – December 2017
Senior Technical Project Associate, Product Knowledge | Sept 2016 – Dec 2017

- Responsible for resolving complex client support cases including client escalations.
- Collaborated with product owners to help prioritize work and clarify functionalities utilizing Agile methodology.
- Utilized SQL for reporting and data analysis; provided support coverage and testing for system updates.

Interface Associate, Interface Network Management | March 2014 – Sept 2016

- Performed smoke and UAT testing on new and updated interfaces.
- Provided monthly training to the customer support center on HL7 interface functionality and troubleshooting.
- Worked directly with vendors and clients to implement and troubleshoot standard interfaces and resolved complex interface support cases.

Analyst to Senior Client Support Center Associate, Client Support Center | Sept 2011 – March 2014

- Responsible for handling inbound calls, troubleshooting client issues, providing training on athenaNet functionalities and workflows, implementing or modifying HTML documents, and managing cases sent to internal teams for complex issue resolution.
- Additional responsibilities included staffing the help desk, handling client escalations, and providing training feedback to members of the support center.

EDUCATION

Rockland District High School | Graduated 2005

CORE COMPETENCIES

- ▶ athenaOne / athenaNet (EHR)
- ▶ Custom Reporting & Analytics
- ▶ Interface Network Management
- ▶ HL7 & API Integration Management
- ▶ Patient Portal Configuration
- ▶ SQL & Data Analysis
- ▶ Clinical Workflow Optimization
- ▶ Provider Onboarding & Training
- ▶ Technical Documentation