

# Connor Hodge

☎ (704) 555-0168 ✉ [connor.hodge@example.com](mailto:connor.hodge@example.com) 💼 [linkedin.com/example/connorhodge](https://www.linkedin.com/example/connorhodge) 📍 Charlotte, NC 28203

## SUMMARY

QNXT technical delivery leader with 13 years of **healthcare payer technology, consulting, implementation, enhancement, and production support** experience, including more than 8 years of hands on QNXT work. Leads client facing programs across Commercial, Medicare, Medicaid, Duals, and ACA Exchange operations, connecting technical design with claims, membership, benefits, and provider objectives. Directs Claims Processing, Benefits Configuration, Workflow Engine, Batch Processing, interfaces, integrations, advanced SQL analysis, QNXT Schema analysis, and dependency review. Experienced with HIPAA EDI 837, 834, 820, and 27X transactions, release management, environment governance, DevOps, cloud hosted environments, audit controls, and production stabilization. Guides distributed consultants through modernization, root cause analysis, risk decisions, and controlled releases while building clear partnerships across business, IT, architecture, delivery, and operations teams.

## EXPERIENCE

### QNXT Technical Delivery Manager

January 2022 - Present

Blue Ridge Payer Solutions

*Charlotte, NC*

Directs QNXT implementation, enhancement, modernization, and production support workstreams across commercial and government payer operations. Leads distributed consultants, governs environments and releases, and advises business and IT stakeholders on scalable solutions, risk, compliance, and audit readiness.

- Directed **QNXT** delivery across Commercial, Medicare, Medicaid, and **ACA Exchange** operations, improving release coordination.
- Governed **Claims Processing, Benefits Configuration, WFE, Batch Processing, interfaces, and integrations** through controlled technical releases.
- Led SQL investigations across claims, membership, provider, and benefit incidents, isolating dependencies and production causes.
- Managed cloud hosted and hybrid environment readiness, change approvals, validation, and rollback planning for releases.
- Guided distributed consultants through design reviews, troubleshooting, **quality standards**, mentoring, and offshore delivery dependencies.
- Advised client leaders on modernization, compliance evidence, **audit controls**, technical risks, and scalable solution choices.

### Senior QNXT Technical Consultant

April 2019 - December 2021

Piedmont Health Systems Consulting

*Raleigh, NC*

Led QNXT upgrade, modernization, interface, and production support initiatives for payer clients. Connected architecture, data structures, technical testing, DevOps planning, and operational decisions across client design and incident sessions.

- Led QNXT upgrades and modernization workstreams, mapping architecture, **data structures, interfaces**, and downstream dependencies.
- Designed Claims, Benefits Configuration, WFE, and **Batch Processing** solutions supporting membership and provider workflows.
- Used **advanced SQL** and **QNXT Schema** analysis to isolate configuration and integration defects.
- Supported **HIPAA EDI 837, 834, 820, and 27X** flows through interface testing and reconciliation.
- Planned DevOps releases with deployment prerequisites, validation steps, environment controls, and support coverage.
- Facilitated client incident sessions, converting technical findings into decisions, risks, dependencies, and follow up actions.

### QNXT Technical Consultant

July 2016 - March 2019

Carolina Benefit Technology Group

*Greensboro, NC*

Supported QNXT configuration, conversion, migration, integration, release, and production activities for healthcare payer operations. Translated technical findings into practical options for business and IT stakeholders while validating records before cutover.

- Configured QNXT Claims Processing, **Benefits Configuration, WFE**, and scheduled batch functions for payer operations.
- Developed **SQL** investigations for claim, member, provider, and benefit discrepancies using QNXT Schema relationships.
- Supported **system integrations** and HIPAA EDI exchanges, validating processing results and documenting exceptions.
- Executed **QNXT conversion** and **migration** validation, comparing source and target records before production cutover.
- Prepared technical release packages and environment checklists for testing, deployment, and post release verification.
- Explained production findings, configuration impacts, and technical options to business and IT stakeholders.

### Healthcare Payer Systems Analyst

August 2013 - June 2016

Atlantic Managed Care Services

*Richmond, VA*

Supported payer applications across claims, membership, benefits, provider administration, EDI processing, testing, production support, and controlled change delivery. Investigated application and data issues while coordinating analysts, developers, operations specialists, and business users.

- Supported payer applications for claims, **membership, benefits**, and provider administration under production operations.
- Investigated application and data issues with SQL, log review, and structured incident documentation.
- Validated HIPAA EDI processing for enrollment, **claims**, premium payment, and eligibility related exchanges.
- Coordinated user acceptance testing and confirmed resolved defects against business scenarios before release.
- Maintained **production support** and change records for audit review and controlled implementations.

- Resolved cross **system dependencies** with analysts, developers, and operations specialists during incident response.

**Payer Operations Systems Associate**

July 2013 - July 2013

River City Health Plan Services

Richmond, VA

Supported payer operations under senior review, building foundational experience across claims, membership, benefits, provider administration, SQL validation, EDI processing, testing, and production documentation.

- Validated payer records across claims, membership, benefits, and provider administration under senior review.
- Executed predefined SQL queries and reconciliation checks, documenting discrepancies without altering production data.
- Reviewed transaction status and exception queues to learn healthcare EDI processing patterns.
- Prepared test evidence for small application fixes against expected payer scenarios.
- Organized incident notes, change records, and validation artifacts for traceability.
- Built foundational payer terminology, data quality, and **production support** knowledge.

**PROJECTS**

**QNXT Modernization and Migration** 📅 2021

Connected architecture, data structures, interfaces, and operational dependencies during QNXT modernization planning. Clear technical decisions helped client teams prepare controlled conversion validation and production readiness.

**Healthcare EDI Reconciliation** 📅 2018

Worked across payer operations and technical teams to reconcile 837, 834, 820, and 27X transactions. Shared findings clearly, helping stakeholders resolve exceptions and protect downstream processing.

**LEADERSHIP & AWARDS**

- Recognized for leading QNXT modernization and production stabilization across distributed payer delivery teams.
- Selected by client stakeholders for clear technical decisions during complex claims and integration incidents.
- Earned team trust through practical mentoring, release governance, and consistent audit ready documentation.

**EDUCATION**

**Bachelor of Science in Information Technology**

2013

Virginia Commonwealth University GPA: 0

Richmond, VA

***Coursework:** Database analysis, systems architecture, healthcare information systems, software development*

**CERTIFICATIONS**

- ITIL 4 Foundation 📅 2024
- QNXT Technical Training 📅 2023

**TECHNICAL SKILLS**

- QNXT Modules:** Claims Processing, Benefits Configuration, Workflow Engine
- Batch and Interfaces:** Batch Processing, Interfaces, System Integrations
- Database Technologies:** Advanced SQL, Database Analysis, QNXT Schema
- Healthcare EDI:** HIPAA EDI 837, HIPAA EDI 834, HIPAA EDI 820, HIPAA EDI 27X
- Payer Products:** Commercial, Medicare, Medicaid, Duals, ACA Exchange
- Payer Domains:** Claims, Membership, Benefits, Provider Management
- Delivery Methods:** Implementation, Enhancement, Production Support
- Release Practices:** Release Management, Change Controls, Rollback Planning
- Technical Operations:** Root Cause Analysis, Incident Management, Production Validation
- Cloud and DevOps:** DevOps, Cloud Hosted Environments, Hybrid Environments
- Governance and Controls:** Compliance Requirements, Audit Controls, Risk Management
- Architecture Practices:** System Architecture, Data Structures, Dependency Analysis

**SKILLS**

- |                          |                       |                       |                         |
|--------------------------|-----------------------|-----------------------|-------------------------|
| • QNXT                   | • Batch Processing    | • Root Cause Analysis | • Healthcare Compliance |
| • Claims Processing      | • System Integrations | • Release Management  | • Technical Leadership  |
| • Benefits Configuration | • Advanced SQL        | • Production Support  | • Problem Solving       |

- Workflow Engine
- Database Analysis
- Stakeholder Management

PROFESSIONAL AFFILIATIONS

- Healthcare Information and Management Systems Society participant, connecting payer technology practice with broader healthcare delivery goals.
- IT service management community participant, sharing release governance and production support practices with peers.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST