

# Macy Brandt, MBA, MHA

817-874-9151

[linkedin.com/in/macy-brandt](https://www.linkedin.com/in/macy-brandt)

[Macy.Pink](https://www.macy.pink)

[macy.brandt@pm.me](mailto:macy.brandt@pm.me)

## PROFESSIONAL SUMMARY

- Business operations and service delivery professional with experience managing provider-facing workflows, resolving complex enrollment issues, maintaining SLA performance, and supporting operational excellence in healthcare environments. Recognized for 100% quality accuracy, zero late tickets, strong stakeholder communication, and consistent execution in high-volume, deadline-driven settings.

## WORK & EXPERIENCE

### **Accenture - Service Delivery Ops Analyst / Walkthrough Coordinator** *Apr 2024-Present*

- Independently manage a high-volume inventory of provider enrollment walkthrough requests, consistently meeting SLA deadlines with zero late submissions.
- Maintain 100% quality accuracy based on Internal QA assessments while ensuring compliance with program and client requirements.
- Serve as a primary point of contact for providers requiring support with online enrollment applications, resolving issues end-to-end with a 100% resolution rate and no complaints.
- Track timelines, priorities, and performance metrics across assigned inventory to ensure timely completion, workload control, and consistent service delivery.
- Use Microsoft Excel, Outlook, Teams, SharePoint and related systems to document activity, manage workflow, and support reporting and service delivery.
- Contribute to operational excellence through strong issue management, attention to detail, and consistent execution in a high-volume environment.

### **Ascension - Administrative Clinical Coordinator / Utilization Management** *Aug 2022-Sep 2023*

- Coordinated provider and patient-facing administrative workflows across hospitals, clinics, and outpatient facilities, supporting timely service delivery and cross-functional communication.
- Processed referrals, prior authorizations, intake, compliance documentation, and related records with strong attention to detail and accuracy.
- Conducted patient-centered financial research to support qualification for community-based funding and care access.

### **North Texas Clinical Trials - Sr. Clinical Research Coordinator** *Dec 2017-Dec 2021*

- Supported planning, management, and coordination of psychiatric pharmaceutical clinical research trials.
- Managed recruitment and specialist sourcing activities while maintaining study documentation and operational readiness.
- Maintained compliance with clinical practice, HIPAA, and regulatory requirements.

## EDUCATION

### **Texas Woman's University**

- Master of Healthcare Administration (MHA) and MBA | 2023

### **The University of Texas at Austin**

- BSA Biology | Certified in Business of Healthcare | Spanish for Medical Professions | 2021

## CORE SKILLS

- Administrative Project Management, Project Management, Service Delivery, SLA Management, Quality Management, Reporting, Process Improvement, Issue Management, Scheduling, Stakeholder Management, Microsoft Excel, Teams, Outlook, SharePoint