RYAN MELVIN

Indianapolis, IN 46205

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317-902-2231

WWW: Bold Profile

Skills

- Salesforce
- SQL
- Operations Research
- Critical Thinking
- NPSP & Non-Profit Cloud
- Excel
- Microsoft Office
- Data Analysis
- Project Management
- PowerBI
- Database Management
- CRM Management

Education

Bachelor of Science in Health Services Administration

University of Evansville, Evansville, IN | December 2022

- Honors: Dean's List Spring 2022 & Fall 2022
- NCAA Division 1 Cross Country and Track and Field
- GPA: 3.3

Certifications

- Google Data Analytics Professional
- Salesforce Administrator
- SQL
- IT Technical Support
- CPR & First Aid

Experienced Salesforce Admin with a strong background in data analysis and project management. With 2 years of expertise, enhances database solutions and streamlines operations. Proficient in Salesforce NPSP, Excel, and PowerBI, possesses a keen ability to design systems that optimize team processes and ensure data accuracy. Demonstrates a commitment to driving innovation and improving organizational efficiency through critical thinking skills and meticulous research approach.

Work History

Database Coordinator

INUMC, Indianapolis | March 2024 - Current

- Administered, supported, and monitored databases by proactively resolving database issues and maintaining servers.
- Created and updated database designs and data models.
- Created and managed a new organization in Salesforce.
- Created an employee portal with forms and internal processes.

Research Coordinator

Solomon Page, Remote | November 2022 - February 2024

- Researched market data and utilized it for business development; contracts and opportunities with healthcare systems that resulted in multiple signed contacts with different facilities/companies
- Managed and cleaned data within Excel to better analyze business strengths and weaknesses
- Coordinated and implemented research with C-Suite staff to expand business knowledge and outreach
- Managed multiple projects simultaneously, ensuring timely completion and high-quality results
- Created and managed a contact list of 10,000+ contacts and connected managing director with them.

Patient Access Specialist

Community Health Network, Indianapolis | July 2022 - November 2022

- Identified insurance payment sources and listed payers in proper sequence to establish chain of payment
- Provided exceptional customer service, addressing patient concerns promptly and professionally
- Performed patient scheduling and registration functions to serve as initial contact point for medical office visits
- Educated patients on available resources, programs, and financial assistance options to optimize their healthcare experience