

SHALIA JACKSON, MBA, PMP

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PROFESSIONAL SUMMARY

Healthcare analytics and operations leader with 10+ years of progressive experience driving physician productivity, operational performance, financial analytics, and process improvement across payer-provider and clinical healthcare environments. Proven expertise leading data-driven initiatives that improve transparency, streamline workflows, optimize revenue cycle performance, and support executive decision-making. Skilled in physician compensation analytics, dashboard development, operational strategy, implementation management, and cross-functional leadership. PMP-certified professional with advanced expertise in Power BI, healthcare reporting, workflow automation, and healthcare operations transformation.

CORE COMPETENCIES

- Healthcare Analytics & Operational Strategy
- Physician Compensation & Productivity Analytics
- Executive Dashboarding & Reporting
- Revenue Cycle Optimization
- Clinical Operations Leadership
- Power BI & Data Visualization
- Workflow Automation & Process Improvement
- Healthcare Financial Performance Analysis
- Cross-Functional Leadership
- PMO & Project Leadership

PROFESSIONAL EXPERIENCE

Practice Data Manager | Radiology Partners – Northside Radiology Associates | Oct 2024 – Present

- Lead physician productivity analytics, compensation reporting, and operational dashboard development supporting 70+ radiologists across a high-volume healthcare practice.
- Designed and implemented executive dashboards and Smartsheet reporting solutions to improve operational transparency, physician productivity tracking, and leadership decision-making.
- Streamlined physician payroll and reconciliation workflows by automating reporting processes and improving data visibility across operational teams.
- Partner with executive leadership and medical directors to support strategic planning, operational forecasting, and KPI performance analysis.
- Developed scalable reporting and analytics solutions that improved workflow efficiency and reduced manual reporting effort across provider operations.

Project Manager | Radiology Partners – Northside Radiology Associates | Oct 2023 – Oct 2024

- Led cross-functional operational and analytics initiatives focused on workflow optimization, reporting automation, and physician productivity tracking.
- Managed implementation and integration projects supporting operational efficiency, provider reporting, and data visibility initiatives.
- Developed reporting solutions and dashboards that enhanced leadership visibility into throughput, patient access, and operational performance metrics.

Implementation Business Analyst | UnitedHealth Group – Optum | Aug 2022 – Oct 2023

- Led implementation support initiatives for healthcare delivery platforms, aligning technical solutions with operational workflows and business requirements.
- Facilitated stakeholder collaboration across technical, operational, and clinical teams to support successful implementation outcomes.

Business Analyst | UnitedHealth Group – Optum | Aug 2020 – Aug 2022

- Developed operational dashboards and automated reporting solutions that improved visibility into performance metrics, payer operations, and workflow efficiency.
- Streamlined reporting processes through automation initiatives that reduced manual effort and improved data accuracy for operational leadership teams.

Supervisor of Medical Clinical Operations | UnitedHealth Group – Optum | Sep 2018 – Aug 2020

- Played a key leadership role in audit remediation and compliance initiatives associated with a large-scale client healthcare contract.
- Successfully led operational remediation efforts that contributed to passing critical compliance audits and maintaining contractual performance standards.
- Implemented process improvements that enhanced operational efficiency, reduced workflow gaps, and improved compliance readiness.

EDUCATION

MBA – Ohio Christian University

BA – Healthcare Management – Ohio Christian University

CERTIFICATIONS

Project Management Professional (PMP), Jan 2025,

OSHA 30-Hour Construction Safety & Health Certification, Jun 2025

Women in Leadership Certification – University of San Francisco, Jun 2025