

# NORMAN XIE

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## SUMMARY

Early career product analyst with a BS in Information Science and Google Data Analytics Certificate. Skilled in Excel-based analysis, data cleaning, and workflow optimization. Experience analyzing revenue cycle data, identifying claim issues, and improving resolution outcomes. Interested in data visualization and business insights.

## PROFESSIONAL EXPERIENCE

**R1 RCM** | Analyst (Revenue Cycle / Insurance Follow-Up) | Sep 2025 - Mar 2026

- Analyzed 14+ denied/underpaid claims per day to identify resolution paths, contributing to improved account recovery rates.
- Recovered \$100,000s in denied and underpaid claims.
- Pushed back on denials by clarifying payer rationale and requesting claim reprocessing or review; escalating when appropriate.
- Gathered appeal information (deadlines, submission route, required documentation) and provided clear intake notes to appeal writer.
- Maintained detailed claim tracking records in Excel, enabling efficient follow-up and prioritization of high-value accounts.

## SKILLS

- Canva, Figma, Adobe Creative Suite, Usability testing, User interviews, Wireframing, Prototyping, Visual design
- Data Analysis: Excel (pivot tables, VLOOKUP), data cleaning, reporting, SQL, Tableau / Power BI, Google Sheets
- Customer Service: insurance A/R follow-up, payer calling, denial and underpayment follow-up, appeals intake support, account documentation, customer service, issue tracking, escalation, time management, attention to detail
- Languages: English (native), Mandarin (fluent), Cantonese (fluent)

## UX PROJECTS

**HGAPS Website Redesign (Helping Give Away Psychological Science)** | UX Designer / Researcher | Aug 2023 - Nov 2023

- Conducted structured user interviews and usability reviews to identify navigation, language, and accessibility issues.
- Synthesized findings and designed Figma prototypes to improve navigation clarity, reduce jargon barriers, and strengthen accessibility.
- Contributed research-backed design recommendations for a nonprofit mental health resource site.

**App Team Carolina - Grail** | UI/UX Designer | Aug 2023 - Nov 2023

- Designed “Grail,” a virtual group-study platform featuring 8-bit penguin avatars.
- Created Figma screens for onboarding, create/join huddle flows, study rooms, and app icons.
- Presented the prototype at the App Team Gala.
- Received awards for Most Impressive Functionality and Best Interaction.

**Enrolled - Course Enrollment App** | UX Designer | Jan 2023 - Apr 2023

- Designed a high-fidelity Figma prototype to streamline the university course registration experience.
- Applied color, typography, and information architecture principles to improve clarity and usability.
- Conducted usability testing and iterated on the design based on feedback.

## EDUCATION AND CERTIFICATIONS

**University of North Carolina at Chapel Hill** | BS, Information Science | Major GPA 3.56

**Google Data Analytics Professional Certificate** | Coursera | Nov 2024

**Google UX Design Certificate** | Coursera | Aug 2025

**Modern Data Lab Fellow** | Ongoing

## OTHER WORK EXPERIENCE

**Bonchon** | Front of House Manager | Feb 2025 - May 2025

- Supervised front-of-house staff to maintain service quality and smooth operations during busy shifts.
- Tracked recurring customer issues and communicated patterns to team, improving service efficiency during peak hours.

**Spokes Bicycle Company, LLC** | Mechanic | Apr 2021 - May 2024

- Diagnosed repair needs, explained options to customers, and completed repairs with attention to safety and quality.
- Maintained organized tools and parts and supported efficient workflow to improve turnaround time and customer satisfaction.