RAQUEL E. NEGRON

HEALTHCARE OPERATIONS · PROJECT MANAGEMENT · PROVIDER CREDENTIALING · PROCESS IMPROVEMENT

201-844-9043 | NegronProviderOps@gmail.com | Jersey City, NJ | linkedin.com/in/raquel-e-n-856352150

PROFESSIONAL SUMMARY

Award-winning healthcare operations and talent leader with over a decade of experience spanning provider operations, physician credentialing, clinical talent acquisition, and telehealth. Delivered measurable business impact including an estimated $12M-$28M in provider contract revenue, 52% provider network growth, and a 75% reduction in credentialing turnaround time. Known for identifying operational gaps early, addressing root causes, and building scalable workflows that strengthen execution, stakeholder alignment, compliance, and growth.

AREAS OF EXPERTISE

- Provider Operations & Network Management
- Healthcare Operations & Operational Excellence
- Physician Credentialing & Re-Credentialing
- Multi-State Physician Licensing
- Strategic Planning & Business Partnerships
- Clinical Talent Acquisition & Full-Cycle Recruitment
- ATS Management & Recruiting Operations
- Workflow Optimization & Process Improvement
- Regulatory Compliance & HIPAA
- Provider Data Management & Data Integrity
- KPI Monitoring, Dashboards & Reporting
- Cross-Functional Stakeholder Management
- Team Leadership, Training & Development
- Policy & Procedure Development

KEY QUALIFICATIONS

- Subject Matter Expert in administrative healthcare operations with deep emphasis in physician credentialing, licensing, and multi-state regulatory compliance.
- Identifies operational gaps, process breakdowns, and stakeholder risks early; addresses root causes and drives practical corrective action before issues escalate.
- Brings direct, diplomatic judgment to cross-functional discussions, validating feasibility, ownership, and downstream impact before commitments are made.
- Serves as a trusted resource to peers and leaders, combining accountability with coaching, collaboration, and calm problem-solving through growth and change.
- Committed to HIPAA compliance and confidential data integrity across personnel records, credentialing files, background submissions, and sensitive security information.

PROFESSIONAL EXPERIENCE

Senior Clinical Talent Consultant, Iris Telehealth | Remote — Apr. 2022 - Feb. 2026

Scope: Joined as Clinical Talent Consultant and promoted to Senior in 2024. Led full-cycle recruitment for MDs, DOs, NPs, PMHNPs, and therapists in a fast-growing telehealth organization. Managed the provider ATS, designed sourcing strategies, and partnered with sales, clinical hiring managers, directors, and practice managers to align talent acquisition with growth.

Leadership Impact

- Managed end-to-end recruitment for clinical and psychiatric providers, including sourcing, screening, interviewing, offer, and onboarding.
- Owned and optimized the provider ATS, maintaining pipeline visibility, data integrity, and process consistency.
- Developed targeted sourcing strategies that improved candidate pipeline quality and reduced time-to-fill for hard-to-place clinical roles.
- Identified workflow efficiencies that increased team throughput and standardized recruitment processes organization-wide.
- Partnered cross-functionally to keep hiring priorities aligned with business needs.

Achievement Highlights

- Sourced 220+ providers and conducted 595 interviews, resulting in 80 successful placements across four years.
- Generated an estimated $12M-$28M in contract revenue, with each of the 80 contracts valued between $150K and $350K.

Career Sabbatical & Professional Development: November 2020 - March 2022

Senior Provider Services Operations Manager, PWNHealth, LLC | Remote — Jun. 2016 - Oct. 2020

Scope: Oversaw healthcare quality, credentialing, compliance, and provider information operations for a remote telehealth service. Served as the department resource connecting physicians, administrators, and regulatory agencies on credentialing and provider data requirements.

Leadership Impact

- Directed credentialing and provider information operations, overseeing provider onboarding and re-credentialing across multi-state, federal, and client-specific requirements.
- Built dashboards and quality assurance reports supporting state programs, practitioner data accuracy, and stewardship.
- Developed workflow improvements across credentialing, client support, and compliance operations while protecting confidential and PII data.
- Led a nationwide provider recruitment drive during a COVID-era program launch to rapidly expand the physician network.
- Supported B2B client accounts by translating client requirements into provider network, credentialing, licensing, and operational deliverables.
- Partnered with client-facing and internal teams to resolve account needs, assess network readiness, and support new and expanding healthcare programs.

Achievement Highlights

- Licensed the organization's Medical Director and Internal Network Physicians 100+ times across all 50 states in four years.
- Screened and onboarded 80+ physicians within 36 months, growing the physician network by 52%.
- Decreased upfront credentialing wait time by 75% by creating and executing a proprietary Fast Track process.
- Achieved full licensing in all 30 required states within 11 months with little to no execution delay.
- Executed a full credentialing vendor migration for a 60+ physician population.

EDUCATION, TRAINING & CERTIFICATIONS

PMP Exam Preparation Program (50 PDUs) | Avtech Institute, Expected January 2027
Lean Six Sigma Green Belt | In Progress
Generative AI Overview for Project Managers | Project Management Institute (PMI), 2026
Practical Application of Generative AI for Project Managers | Project Management Institute (PMI), 2026
Certified Sourcing & Recruitment Professional | AIHR (Academy to Innovate HR), 2024
Microsoft Excel: Beginner to Advanced | Udemy, 2026
SQL, Power BI, Microsoft Project & Microsoft Access Certificates | Expected February 2027
Full-Service Provider Recruitment | AAPPR, 2019
Medical Billing & Coding Specialist Diploma | The Chubb Institute, Apr. 2003 - Jun. 2005

AWARDS

ViVa Award (6x) | Spot Award (16x)

RAQUEL E. NEGRON

HEALTHCARE OPERATIONS • PROJECT MANAGEMENT • PROCESS IMPROVEMENT
201-844-9043 | NegronProviderOps@gmail.com | Jersey City, NJ | linkedin.com/in/raquel-e-n-856352150

SELECTED PROJECT MANAGEMENT EXPERIENCE

Credentialing Vendor Migration — PWNHealth | 2016-2020

Project Scope
Led a full credentialing-vendor migration for a 60+ physician population, coordinating provider data, operational requirements, stakeholder communication, and transition execution while maintaining continuity of credentialing operations.

Outcome
Delivered the migration while supporting a multi-state physician network and ongoing compliance requirements.

Fast Track Credentialing Process Implementation — PWNHealth | 2016-2020

Project Scope
Identified a major credentialing bottleneck, designed a proprietary Fast Track workflow, aligned the new process with operational and compliance needs, and implemented it across provider onboarding.

Outcome
Reduced upfront credentialing wait time by 75%.

Multi-State Physician Licensing Initiative — PWNHealth | 2016-2020

Project Scope
Coordinated physician licensing activities across all 50 states, managing requirements, deadlines, regulatory dependencies, documentation, and stakeholder follow-up for the Medical Director and internal network physicians.

Outcome
Completed licensing in all 30 required states within 11 months with little to no execution delay; supported 100+ licensing actions over four years.

COVID-Era Provider Network Expansion — PWNHealth | 2020

Project Scope
Led a nationwide provider recruitment initiative during a COVID-era program launch, translating urgent program needs into sourcing, screening, onboarding, credentialing, and network-readiness activities.

Outcome
Screened and onboarded 80+ physicians within 36 months and contributed to 52% physician-network growth.

Recruiting Operations & ATS Optimization — Iris Telehealth | 2022-2026

Project Scope
Owned and optimized the provider ATS, improved workflow visibility and data integrity, standardized recruitment processes, and partnered across sales, clinical leadership, directors, and practice managers to align execution with growth priorities.

Outcome
Improved team throughput and process consistency while supporting 220+ sourced providers, 595 interviews, and 80 placements.

Operational Reporting & Workflow Improvement — PWNHealth / Iris Telehealth

Project Scope
Built dashboards and quality-assurance reports, identified operational gaps and root causes, and implemented workflow improvements across credentialing, client support, compliance, provider operations, and recruiting.

Outcome
Strengthened reporting, stakeholder alignment, execution consistency, and operational decision-making.

Selected projects reflect project-based leadership performed within healthcare operations roles.