

ARIUNZAYA BAASANJARGAL

Healthcare SaaS · Implementation & Onboarding · Customer Success · Prior Authorization
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SUMMARY

Highly dedicated professional in Healthcare Technology with concentrated expertise in regulated SaaS, prior authorization workflows, and the Medicaid sector. Proficient in translating complex regulatory requirements, including CMS mandates and HIPAA standards, directly into structured software solutions and effective implementation strategies. Possesses proven capability in bridging technical and operational teams to streamline clinical processes, notably managing the end-to-end deployment of a compliance platform (PARCOVO). Experienced in critical tasks such as system configuration management, optimizing authorization lifecycles for efficiency, and driving high-impact client adoption. A results-focused contributor committed to ensuring operational excellence, rigorous regulatory compliance, and sustainable client satisfaction.

EXPERIENCE

Founder & Implementation Lead – PARCOVO · Denver, CO Jun 2025 – Present

- Led the end-to-end implementation for an active Medicaid agency, overseeing 117 clients and 126 caregivers. Managed the complete transition from initial stakeholder discovery and workflow analysis to final system configuration and staff onboarding, replacing manual processes with a centralized digital platform.
- Developed and launched 22 compliance modules, including a comprehensive prior authorization lifecycle system, caregiver credentialing, and real-time supervisory tools, achieving 100% user adoption across 7 daily staff with zero support escalations.
- Established robust security and scalability by deploying all 5 HIPAA compliance phases (AES-256 PHI encryption, audit logging, MFA, 4-tier RBAC, data retention) and engineering a reusable onboarding architecture for seamless deployment at future agencies.
- Acted as the primary liaison for all ongoing product strategy and client escalations; embedded within agency operations to map complex authorization workflows and define the comprehensive product roadmap before initiating technical development.

Product Researcher & Operations Strategist – CHCS Ltd. · Denver, CO Mar 2025 – Present

- Collaborated within active agency environments to identify and document critical gaps in authorization, credentialing, and operational workflows; utilized these insights to architect PARCOVO and establish a compliance-centric onboarding framework prioritizing risk mitigation and feature scalability.

Growth PM & Sales Operations Manager – Autocom Japan Inc · Mongolia Sep 2020 – Mar 2022

- Standardized training protocols for 20 accounts across Caribbean and African territories, resulting in a ~30% faster client ramp-up and long-term retention.
- Managed international cross-functional handoffs between operations, sales, and regional leadership. Monitored onboarding KPIs and delivered weekly milestone reports to the executive team.

Logistics & Compliance Coordinator – Kaneyama LLC · Mongolia Jun 2018 – Sep 2020

- Served as a trilingual liaison (English, Mongolian, and Japanese) for international authorities and suppliers; oversaw revenue cycle reporting and held responsibility for compliance documentation within strict regulatory timeframes.

CORE COMPETENCIES

Implementation & Onboarding: Workflow mapping, system config, user training, go-live, reusable onboarding architecture

Customer Success: Client relationship management, SLA ownership, escalation handling, QBR reporting, churn prevention

Technical: Python/FastAPI, PostgreSQL, Workflow Optimization REST APIs, React/TypeScript, AWS, Docker, Git, Hermes Agent AI Automation, or Prompt Engineering

Healthcare & Compliance: PAR lifecycle, EVV, HIPAA, Medicaid, CMS requirements, eligibility verification, RCM

Product Management: Roadmap planning, stakeholder discovery, user stories, requirements, KPI/OKR definition

Languages: English (Fluent) · Mongolian (Native) · Japanese (Intermediate)

EDUCATION

M.S. Information Technology Management · Colorado State University 2025 – 2027 (In Progress)

Prerequisite MIS Coursework toward MSITM · Columbia College, Denver, CO 2022 – 2025

Bachelor of Arts (BA) in Education · University of the Humanities, Mongolia 2014 – 2018