

Jonathan De La Paz, BSN, RN

Austin, TX | (830) 237-3964 | jonathan10620.dev@gmail.com | [LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Healthcare operations and clinical automation leader with 7+ years improving Medicaid utilization-management workflows. Led 45+ staff delivering 15,000+ authorization decisions monthly and built privacy-conscious automation that increased throughput 5x and cut documentation time by 91%.

EXPERIENCE

Accenture - Texas Medicaid & Healthcare Partnership (TMHP)

Austin, TX

Prior Authorization Supervisor

Mar 2025 - Mar 2026

- Led a 45+ person operation, including 18 clinicians, delivering 15,000+ Medicaid authorization decisions monthly; owned staffing, escalations, QA, policy interpretation, and performance improvement.
- Built and deployed a Microsoft Copilot policy-search agent using retrieval-augmented generation (RAG) across 1,800+ Medicaid policy pages, cutting lookup time from 10-20 minutes to under 30 seconds with cited answers and risk flags.
- Designed a Flask operations dashboard and qualification-based allocation algorithm, saving each supervisor 15-20 minutes daily and replacing intuition-led staffing with transparent allocation criteria.

Texas Medicaid & Healthcare Partnership (TMHP)

Austin, TX

Prior Authorization Clinician (RN)

Apr 2022 - Feb 2025

- Adjudicated Medicaid prior authorization requests for durable medical equipment, therapy, nursing services, and ambulance transport under service-level deadlines.
- Built a client-side Python tool that increased throughput from 5 to 25 authorizations per hour without sending PHI to external services; later coordinated adoption of an AI correspondence-translation tool.

BrightStar Care

Austin, TX

Registered Nurse, Home Health

Apr 2019 - Mar 2022

- Automated clinical documentation with Python and Selenium, cutting encounter documentation from 45 to 4 minutes without persistent PHI storage; built a dashboard tracking seizures, medications, feeding, and vital signs.

EDUCATION

The University of Texas at Austin, McCombs School of Business

Health Informatics & Health Information Technology Certificate

2022

Texas State University

Bachelor of Science in Nursing

2018

SKILLS, CREDENTIALS & RECOGNITION

Healthcare operations: Medicaid prior authorization, utilization management, clinical policy, quality assurance, capacity planning, workflow design

Automation & analytics: Python, Microsoft Copilot Studio, RAG, Flask, Selenium, Power Automate, Tableau, Excel automation, Git

Credentials & recognition: Active Texas RN license; AANN Stroke Education Conference poster; St. David's Service Excellence Award; Ducis Leadership Award