

Regilia Marie Sambitan

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Work Experience

Commure | Revenue Cycle Management

Mountain View, CA

RCM Strategy and Operations Analyst

Feb 2025 - Present

- Led end-to-end strategy and operations for high-growth client implementations totaling **\$2.37M in annual recurring revenue**, partnering with Product, Engineering, Finance, Operations, and Customer Success to launch and scale complex operational workflows.
- Analyzed operational and product data using **SQL and Excel** to identify performance gaps, diagnose root causes, and translate findings into recommendations that improved key business metrics.
- Owned critical operational KPIs across client launches, identifying performance bottlenecks and driving cross-functional initiatives from investigation through resolution.
- Built automated **Retool dashboards, SQL analyses, and Slack reporting workflows** that improved team efficiency by **20%**, reduced manual effort by **30%**, and increased visibility into operational performance.
- Partnered closely with **Product and Engineering** to investigate operational issues, define requirements, test solutions, and implement scalable product and process improvements.
- Developed scalable workflows and operating processes that standardized execution across teams and enabled operations to support increasing client and transaction volume.

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RCM Operations

Oct 2024 - Feb 2025

- Analyzed frontline operational workflows to identify bottlenecks and implement process improvements that reduced repetitive work and manual handoffs.
- Partnered with Engineering, Operations, and Customer Success to troubleshoot operational issues, identify root causes, and improve execution of business-critical workflows.
- Built and maintained standardized operating processes, onboarding materials, and workflow documentation, reducing new-hire ramp-up time by **25%**.

Projects

AI Operations Assistant

April 2026

- Designed and launched an AI-powered operations assistant using **RAG, PostgreSQL, and persistent memory** to improve knowledge retrieval and automate repetitive operational workflows.
- Identified high-friction operational processes and translated user needs into automated workflows for information retrieval, task execution, and decision support.
- Iterated on the tool based on operational use cases, improving information accessibility and reducing manual work for recurring processes.

Regression Design Project (STATA & Excel)

March 2024

- Analyzed **10,000+ CDC birth records** to study the relationship between teen pregnancy and low birth weight, isolating key demographic and health risk factors using multivariate regression models.
- Conducted hypothesis testing and correlation analysis in STATA and R to quantify the effects of socioeconomic variables on infant outcomes.

Education

COOP Careers | Data Analytics Apprentice

December 2024

- Completed a 16-week analytics apprenticeship focused on SQL, Tableau, data visualization, and business insights.

University of California (UC), Riverside

June 2024

Bachelor of Arts, Business Economics

Technical Skills & Certifications

- **Strategy & Operations:** Strategic Planning, KPI Ownership, Cross-Functional Leadership, Process Improvement, Project Management, Root Cause Analysis, Operational Scaling
- **Analytics:** SQL, Excel (Pivot Tables, VLOOKUP, Advanced Formulas), Tableau, KPI Reporting, Data Analysis, Statistical Analysis
- **Tools:** Retool, PostgreSQL, Slack, Google Sheets, Google Workspace, Microsoft Office
- **Automation & AI:** Workflow Automation, AI-Assisted Operations, RAG, Knowledge Management