

salesforce.com

- [Close Window](#)
- [Print This Page](#)
- [Expand All | Collapse All](#)

Brian Van Ausdal

Constituent Information

Name	Brian Van Ausdal	Contact Record Type	Applicant
Middle Initial			
Title			
Council District	4	Gender	Male
# of Board Memberships	0	Ethnicity	White/Caucasian
Qualifications	My passion and customer-centered mindset is what I think would bring best to the table to make sure that patrons are given the highest consideration when it comes to arts in Salt Lake County.	Diversity	
Member Id			
	Comments		
	Other		

Contact Information

Send mail to	Mobile
Home Phone	Other Phone
Phone	Business Phone
Fax	Business Fax
Email	Business Email
Mailing Address	Other Address
Created By	Boards and Commissions Liaison, 11/15/2018 9:05 AM
Last Modified By	Boards and Commissions Liaison, 11/15/2018 9:05 AM
Description	

Activity History

Email: Application Successfully Submitted

Related To	APP00004307
Task	<input checked="" type="checkbox"/>
Due Date	11/15/2018
Assigned To	Boards and Commissions Liaison
Last Modified Date/Time	11/15/2018 9:05 AM
Comments	<p>To: [REDACTED]</p> <p>CC: [REDACTED]</p> <p>BCC: [REDACTED]</p> <p>Attachment: --none--</p> <p>Subject: Application Successfully Submitted</p> <p>Body:</p> <p>Thank you for your submission. We appreciate your interest in Salt Lake County's Boards and Commissions process. We have received your application and are submitting it for review and consideration to the appropriate board coordinator. We will be in contact with you shortly for the next steps involved in the selection process. If you are selected for an interview, you can expect a phone call from the Board Coordinator.</p>

Thank you, again, for your interest in serving. We do appreciate the time you invested in this application.

Regards,

Salt Lake County Boards & Commissions

boards@slco.org

Applications

APP00004307

Board **Center for the Arts Advisory Board**

Date **11/15/2018**

Notes & Attachments

Resume Brian Van Ausdal.docx

Type **Attachment**

Last Modified **Boards and Commissions Liaison**

Description

[View file](#)

Copyright © 2000-2018 salesforce.com, inc. All rights reserved.

BRIAN VAN AUSDAL



RELATED EXPERIENCE

Extra Space Storage – Salt Lake City, UT

IT Business Analyst

January 2018 – Current

- Collaborate with business stakeholders to determine priorities and plan sprints.
- Write user stories that developers can follow to create functionality that solve client problems.
- Help design visual prototypes for functionality on the customer-facing website.
- Facilitate Agile scrum meetings and processes to ensure timely development during sprints.
- Test developed functionality for adherence to acceptance criteria and QA standards.

AAPC (Healthicity) – Salt Lake City, UT

Director, Client Success and Implementation

September 2017 – January 2018

- Manage a team of 4 implementation specialists who support 3 core products for large hospitals and medical groups.
- Create policies and procedures to ensure a smooth transition from sales to fulfillment.
- Design user guides, FAQ's, tips & tricks, videos and help material to increase software usage.
- Contact past-due accounts for payment and collection purposes.
- Act as an escalation resource to help clients resolve their problems and achieve their goals.
- Train new employees to be professional product experts who are able to support their clients.

AAPC (Healthicity) – Salt Lake City, UT

Senior Software Implementation Consultant

January 2017 – September 2017

- Implement audit and compliance software for a portfolio of 30+ clients over a 45-day period.
- Perform 10+ demos a week for potential clients, tailoring the demo to their specific needs via a thorough discovery process.
- Act as client's account manager and SME by resolving issues and upselling products.
- Identify complex issues and escalate defects back to Product Managers.
- Assist Product Management with user stories, acceptance testing and user experience.

AAPC (Healthicity) – Salt Lake City, UT

Software Business Analyst

June 2016 – January 2017

- Partner with the product managers to ensure backlogs are groomed and user stories are written to satisfy client requirements and priorities.
- Work directly with the development teams to help with user story questions, agile ceremonies (backlog grooming, daily stand ups, releases, retrospectives), and basic acceptance testing.
- Work with the UX designers to ensure appropriate prototyping occurs for user stories/projects and ensure any design questions from development are answered adequately and rapidly.
- Work with the development teams, product managers, and designers to help troubleshoot and triage defects and critical issues in a timely manner.
- Partner with the product managers and designers to ensure that proper usability testing occurs.
- Help the product managers track/manage/report the active product's software-specific KPI metrics around their products.

AAPC (Healthicity) – Salt Lake City, UT

Software Implementation Consultant

June 2015 – June 2016

- Subject matter expert for multiple software solutions offered by AAPC from the client-facing perspective.
- Implement audit and compliance software solutions for clients ranging from small physician practices to large health systems.
- Act as client's point of contact to diagnose and resolve software issues.
- Identify and escalate priority issues for communication with Product Managers.
- Assist Product Management with testing of software, provide feedback for enhancements.
- Demo audit software for clients, tailoring the demo to their specific specialty and needs.

AAPC Client Services – Salt Lake City, UT

Operations Manager

August 2013 – June 2015

- Responsible for overseeing the department's audit coordinators and managing over 200 client relationships to ensure client project deadlines are being met. Serve as point of contact to these clients to coordinate all incoming work, deliverables, invoicing and ensuring client satisfaction.
- Create and maintain tracking tools for monthly goals and the pipeline of incoming work as well as ensuring the accomplishment of those financial and numerical goals.
- Manage team of outbound education specialists for a large payer group.
- Work closely with sales as subject matter expert to help close deals and work on RFPs.
- Assist in product development efforts including developing a new cloud-based auditing system.
- Develop and implement policies and procedures including a stable invoicing process for clients and contract auditors.

AAPC Client Services – Salt Lake City, UT

Audit Coordinator

June 2010 – May 2013

- Coordinate and perform the processing of incoming medical records (up to 10,000 a month) via organizing and scanning as well as doing data entry and data management.
- Assign, track and follow up on auditors' work.

More experience available upon request.

EDUCATION

University of Utah: Health Promotion and Education, B.S.

2008 - 2013

International Studies, B.S.

OTHER EXPERIENCE

Volunteer, Red Cross – Salt Lake Chapter

November 2013 – Present

Respond to natural community disasters, assist clients by providing food, shelter and clothing. Present the Red Cross mission and services at community events. Instruct training classes for new volunteers.

Volunteer, HELP International – Peru

May 2013 – August 2013

Improve efficiency of local medical clinic by improving lab forms and patient intake. Perform quality evaluation of at Hospital Santa Rosa. Assist local health department and Red Cross with dengue prevention.

More volunteer experience available upon request.



Board Appointment Approval

Jennifer Wilson
Salt Lake County Mayor

Erin Litvack
Deputy Mayor, County Services

Rick Graham
Deputy Mayor, Operations

Karen Hale
Deputy Mayor, Community
& External Affairs

Darrin Casper
Deputy Mayor, Finance
& Administration

On the 5th day of March 2019 the Salt Lake County Council consents to the appointment of Mr. Brian Van Ausdal as a member of the *Arts and Culture Advisory Board (formerly called the Center for the Arts Advisory Board)*.

His first, three-year term began March 1, 2019 and will end February 28, 2022.

Salt Lake County Council

Councilman Richard Snelgrove
Chair, Salt Lake County Council

Attest:

Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.