



KRISTOFER HANSEN

Customer Success & Advisory Leader | Healthcare AI | Value Realization & Analytics

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PROFESSIONAL SUMMARY

Enterprise customer success and advisory leader who helps healthcare organizations turn AI and analytics investments into measurable outcomes: stronger adoption, higher retention, greater expansion, faster cash flow, and clearer executive decision-making.

Brings 15+ years of healthcare technology experience advising executive, operational, and finance leaders. Translates complex adoption, utilization, workflow, and financial data into clear business narratives, ROI-focused success plans, and actionable account strategies in partnership with Sales.

Grow & retain revenue: Customer health scoring, adoption-risk signals, and renewal and expansion insight that Sales can act on.

Prove the value of AI: DAX Copilot and ambient documentation utilization tied to workflow gains and executive-ready value stories.

Protect cash & margin: Billing, credit, collections, and reconciliation fixes, plus forecasting and cost control.

CORE COMPETENCIES

Customer Success & Value Realization

Executive relationships · Value-based success plans · ROI and KPI definition · Renewals and expansion · Customer health scoring · Quarterly business reviews

Finance, Risk & Operations

Order-to-cash · Billing and collections · Reconciliation · Forecasting · Cost control · Margin optimization · Financial risk analysis

Dispute Resolution & Root-Cause Mitigation

Invoice, billing, and credit disputes · Root-cause analysis · Sustainable corrective action · Customer retention

AI, Analytics & Automation

Healthcare AI · DAX Copilot · Power BI · Power Query · SQL · Executive dashboards · ETL workflows · Data quality · Process automation

Contract & Commercial Management

Contract negotiation · Lifecycle execution · Legal, financial, and technical compliance · Renewal support

Platforms & Standards

Salesforce · ServiceNow · MModal Fluency Direct · Dragon Medical One · HL7 · HIPAA

SIGNATURE RESULTS

Proving the value of ambient AI

Challenge: Enterprise healthcare customers adopting DAX Copilot needed to see clear business value.

Action: Connected utilization, workflow, and business data in Power BI dashboards and opportunity analyses.

Result: Leaders could prioritize accounts, spot adoption risk, and pursue expansion with Sales.

Usage-based billing for 57 hospitals

Challenge: Corporate finance needed a fair way to charge individual hospitals for provider usage.

Action: Built financial reporting from usage data and trained network leaders to interpret it.

Result: Finance could back-bill each hospital fairly, based on its actual provider usage.

From days to minutes

Challenge: Executives waited on manual reports to see performance and adoption trends.

Action: Automated ETL and Power BI reporting workflows with KPI frameworks.

Result: Manual reporting dropped from days to minutes, with clear executive visibility.

PROFESSIONAL IMPACT

- Advised enterprise healthcare leaders by translating adoption, workflow, and operational data into customer health insights, executive value narratives, risk indicators, and expansion opportunities.
- Led complex, multi-stakeholder healthcare technology initiatives spanning AI documentation, EMR connectivity, HL7 integration, ICD-10 readiness, data integrity, and large-scale system adoption.
- Managed large-scale data cleansing, reporting-server, and database efforts involving hundreds of millions of records to improve reporting accuracy, vendor accountability, and decision-making.
- Advanced AI adoption by linking DAX Copilot and ambient clinical documentation utilization to customer value, workflow improvement, and risk identification, while translating AI capabilities into clear business terms for executives.

PROFESSIONAL EXPERIENCE

Independent Consultant

Jan 2026 – Present

Self-employed · Everson, WA

Customer success and analytics advisory

Advises healthcare technology and customer success teams on customer health strategy, adoption analytics, renewal risk, value-based KPI design, and executive reporting. Develops Power BI and Excel decision tools that connect product adoption with retention, expansion, and measurable business outcomes.

- Designs reporting frameworks that identify account risk, reveal adoption trends, and highlight retention opportunities for executive decision-making.
- Translates customer success and healthcare technology requirements into dashboards, KPI models, and decision-support tools that tie product adoption to measurable business outcomes.

Cloud Solution Architect

Jun 2021 – Aug 2025

Microsoft / Nuance · Redmond, WA

Enterprise AI adoption and value realization

Advised enterprise healthcare customers adopting DAX Copilot AI and ambient clinical documentation. Connected adoption, utilization, workflow, and business data to account strategy, value realization, risk identification, and executive recommendations.

- Supported \$30M–\$90M+ in annual contract value across enterprise healthcare customers.
- Structured and managed 150–250 healthcare software and professional services transactions each year.
- Led pricing negotiations, contract restructuring, renewals, discount governance, approvals, contract execution, and unbundling for large health systems and multi-site provider organizations.
- Built Power BI dashboards and opportunity analyses that surfaced account risk, prioritized high-value opportunities, identified expansion paths, and connected AI adoption to customer value.
- Partnered with Sales on account planning and pipeline growth by analyzing DAX Copilot and ambient documentation utilization patterns to demonstrate workflow improvement and customer value.
- Combined Salesforce account, pipeline, and customer health data with DAX Copilot utilization insights to prioritize accounts and guide expansion discussions with Sales.
- Mitigated financial risk through data-driven forecasting, cost control, and margin optimization informed by complex financial analysis.
- Resolved invoice, billing, and credit-related disputes by identifying root causes and implementing sustainable solutions.
- Streamlined billing, credit, collections, and reconciliation processes to speed cash flow and improve operational efficiency.

CIS Systems Analyst

Jan 2018 – Nov 2023

AdventHealth · Orlando, FL

Analytics lead for a 57-hospital network

Led analytics-enabled healthcare technology initiatives across a 57-hospital network. Partnered with executive, clinical, and finance stakeholders to improve adoption visibility, operational reporting, workflow performance, and value realization.

- Automated ETL and Power BI reporting workflows, reducing manual reporting from days to minutes and improving executive visibility into adoption and operational trends.
- Built usage-based financial reporting that enabled corporate finance to back-bill individual hospitals, then trained network leaders to interpret performance data and make data-driven decisions.
- Used ServiceNow incident and request workflows and reporting to track and resolve issues and give leaders visibility into service performance.

Project Manager / Systems Analyst III

May 2017 – Jan 2018

Yakima Valley Farm Workers Clinic · Toppenish, WA

Clinical technology project management

Managed clinical technology projects spanning systems analysis, workflow improvement, governance, and stakeholder reporting, aligning technical delivery with clinical and operational needs.

Senior Consultant

Oct 2014 – Feb 2017

ROI Healthcare Solutions · Atlanta, GA

ICD-10 and coding readiness consulting

Led 3M 360 Encompass and ICD-10 readiness engagements for multi-facility healthcare clients, guiding workflow redesign, process change, and implementation readiness.

Project Leader

Jun 2008 – Nov 2014

3M Health Information Systems · Murray, UT

Customer-facing implementation delivery

Led customer-facing healthcare technology delivery across coding, clinical documentation, HL7 interfaces, and ICD-10 conversion, coordinating complex implementations from requirements through adoption.

Professional references available upon request