**Name**

555.555.6243 • name@gmail.com

www.linkedin.com/in/name

**CONSULTING 🞍 HEALTHCARE 🞍 TECHNOLOGY**

Highly-motivated, result-focused, **Healthcare Technology Innovator** with strong analytical and communications skills who thrives working in a fast-paced and collaborative environment. Technical aptitude combined with in-depth knowledge of software development principles and processes gained through consulting and project management. Proven ability to drive strategic projects and lead cross-functional teams to successfully accomplish challenging goals on budget and on time. Deal effectively with ambiguity and learn on the fly. ***MBA degree***.

* Strategic Planning
* Leadership & Team Development
* Project Management
* Scope & Prioritize Product Enhancements
* Organization & Process Improvement
* Customer Relationship Management
* Workflow Analysis
* Negotiation
* Problem Solving
* Cost Management

**TECHNICAL SKILLS**

***Software:*** SQL, MS Office Products (Project, Excel, Word, Visio, PowerPoint), WebEx, Camtasia, SnagIt, Altassian Suites, and Google Apps.

***Applications:*** Cerner solutions, NextGen Ambulatory solutions, Orchard Laboratory, GE iPath Surgery, Philips Cardiac and PACS solutions.

**EXPERIENCE**

**SYSTEMS SUPPORT COMPANY, City, ST 2010 to Present**

*Health Information Technology solutions and consulting services in the following areas: EHR, IT, HIE, and MSO services.*

***Senior Consultant, Training and BPM Services***

Own training, quality assurance (QA), and workflow analysis processes for ABC Healthcare implementations and software upgrades. Supported implementation of ABC for two large clinic organizations. Supported five lab interface implementations and numerous upgrades.

* Led workflow and gap analysis for lab interface implementation, application upgrades, and EHR (Electronic Health Records) template upgrades.
* Identified and prioritized recommended EHR customizations for EHR template upgrades and created relevant requirements. Identified recommended new features to configure for application upgrades.
* Managed and performed QA for template and application customizations; assisted development with troubleshooting issues.
* Planned, developed, and delivered super-user trainings for new ABC implementation, lab interface implementation, application upgrades, and EHR template upgrades.
* Performed interface testing for lab interface implementations; provided onsite and remote go-live support for implementations and upgrades.

Drive and determine EHR enhancement roadmap by conducting ongoing evaluation of clinical workflow gaps and recommend new EHR features for improved provider efficiency and patient safety.

* Identified and prioritized initiatives to support regulatory compliance needs including Meaningful Use, Joint Commission, and Patient Centered Medical Home.
* Analyzed and defined uses cases, functional requirements, and test cases on development of more than 500 EHR and EPM (Enterprise Practice Management) system customizations and reports annually, using waterfall development methodology.

Lead a team of four staff to design, develop, and deliver training content to support business and clinical workflow for more than 700 clinical, front desk, billing, and super users.

* Designed and provided training solutions that generated $2.8 million in Meaningful Use funds from 2011-2013.
* Developed, implemented, and monitored new training strategy and curriculum to ensure rapid acquisition of skills and knowledge and new business needs are met.
* Solved end user navigation and usability workflow issues by supplementing vendor training materials and providing recommended workflow by specialty.

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**BIG CONSULTING COMPANY,** City, ST **Summer 2008**

***MBA Intern – Strategy & Innovation***

* Identified opportunities for Big Company to leverage existing software products and services to improve physician business processes and increase physician revenue by 30%.
* Created an Asset Map of products and services to improve utilization of Big Company assets for internal strategic planning.
* Collaborated with senior management to identify the appropriate framework and technology services to increase market share and gain new customers in the physician market.

**HOSPITAL MEDICAL CENTER,** City, ST **2005 - 2007**

*A 550+-bed general medical and surgical facility with 30,000 admissions in the most recent year reported.*

***IT Manager***

Established the hospital IT department (team of four) which managed the IT infrastructure as well as end user applications.

* Implemented Practice Management, Lab, Surgery, and Cardiac applications from multiple vendors.
* Managed multiple projects simultaneously within deadlines and budget constraints while ensuring all associated applications and interfaces continue to perform.
* Planned and consulted with business users to identify needs, evaluate alternative business solutions, and develop related business processesincluding tactical details to achieve strategic objectives.
* Analyzed, designed, built, tested and deployed operational reports using MS Access and SQL for internal stakeholders.

### **SOLUTION DELIVERY CORPORATION,** City, ST**2003 - 2005**

*Tagline for company.*

***Solution Delivery Consultant***

* Implemented Solution PowerChart and CPOE (Computerized Provider Order Entry) for three large teaching and community hospitals - a 486 bed community hospital, a 566 bed teaching and community hospital, and a 540 bed teaching hospital.
* Conducted current state analysis and gap analysis to identify process improvement opportunities and decision support configuration.
* Trained client super users on application functionality by leading knowledge transfer sessions and conducting process improvement discussions.
* Managed projects to exceed customer expectations by continuously evaluating and tracking client projects’ milestones and risks through written weekly status reports and executive reports.

**EDUCATION**

**VANDERBILT UNIVERSITY OWEN GRADUATE SCHOOL OF MANAGEMENT,** Nashville, TN

Master of Business Administration

# Concentration: Strategy / Operations

# **THE UNIVERSITY OF BIG STATE,** City, ST

Bachelor of Business Administration

Major: Management Information System; Minor: Marketing