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# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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Experienced OnBase System Analyst with over 6 years of experience with the OnBase application and 21 years in the field of Health Information Management. Excellent reputation for resolving problems and improving customer satisfaction.

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## SKILLS

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- Database optimization
- Complex problem-solving
- OnBase optimization
- Application Analysis
- OnBase training
- Excellent Communication
- Excellent Customer Service Skills
- Active Listening
- Technical Analysis
- Critical Thinking
- Excellent Verbal and Written Communication Skills

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## EDUCATION

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**Post Baccalaureate Certificate:** Health Information Management, 12/2015

**University of Illinois At Chicago** - Chicago, IL

GPA: 3.37

**MBA:** 12/2011

**Webster University** - St. Louis, MO

GPA: 3.52

**Bachelor of Arts:** Business Management, Advertising and Marketing Communication, 05/2008

**Webster University** - St Louis, MO

GPA: 3.21

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## WORK HISTORY

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**OnBase System Application Analyst II – Application Testing Lead,** 12/2015 - Current

**Adventist Healthcare** – Takoma Park, MD

- Partner with customers, business analysts, and team members to understand business requirements that drive analysis and design of quality technical solutions.
- Provide end user support by responding to and troubleshooting OnBase help desk tickets.
- Design, code, test, implement, maintain and supports application software
- Provides training and creates TIP sheets for various end user workflows as needed.
- Create test scripts and perform various types of testing including but not limited to Change Management Testing, Application Testing, Mapped Record Testing, Integrated Testing and Regression Testing.
- Perform routine system maintenance of the OnBase system to ensure optimal system performance.
- Collaborate with leadership and management in Operational Group Meetings to inform strategy
- Provide OnBase Upgrade and Epic Upgrade Support
- Provided Go-Live Support for all 7 of the BJC HealthCare / Washington University School of Medicine OnBase and Epic Implementations dating back to June of
- Supported daily operations and system maintenance procedures.
- Assisted in identifying gaps between business requirements and application capabilities and recommend action steps.
- Performed troubleshooting, maintenance and optimization of OnBase applications.
- Provided training to clients in use of OnBase systems and applications.
- Performed internal system acceptance to deliver well-tested enhancements and meet business requirements.
- Communicated and explained business requirements to team members to understand and implement functional demands.
- Troubleshot incidents reported by end-users to schedule system changes and identify permanent solutions.
- Oversaw document development across project workstreams to create internal control statements per compliance and regulatory standards.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.

**Health Information Management Supervisor,** 06/2012 - 12/2015

**BJC Scanning Center** – City, STATE

- Supervise and manage daily operations of the Scanning Center as well as monitor and assure accuracy and productivity metrics.
- Identify and interview qualified job applicants, assist in on-boarding process for new hires, and conduct annual performance reviews for direct reports.
- Assist in project planning and preparation for current and future MPF implementations.
- Provide enterprise-wide, prepping, scanning, indexing and quality control training, as needed.
- Provide technical support for the DCS Application and Fujitsu Scanner.

**Health Information Management Operations Lead,** 02/2009 - 05/2012

**BJC Scanning Center** – City, STATE

- Supervised, trained and provided support for a twenty person staff
- Assisted management in development and implementation of policies and procedures
- Performed quality assurance reviews and provide training and competency testing for all clerical positions
- Performed clerical/technical support functions for electronic medical record processing and assists internal and external customers with requests for medical record information
- Facilitated workgroup meetings, coordinate work assignments and provide daily productivity reviews of all clerical staff.

**Health Information Management Representative II,** 06/2005 - 01/2009

**Barnes-Jewish Hospital** – City, STATE

- Conducted system trainings, coordinated the physician medical record area, managed and updated patient medical records database, transcribed and updated medical and transcription databases, and provided physician and customer support.

**Health Information Management Representative I,** 05/2000 - 06/2005

**Barnes-Jewish Hospital** – City, STATE

- Prepared patient medical records for Release of Information
- Processed and updated incomplete medical records in the Physician Lounge
- Pulled charts for physicians and other internal and external customers.

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## CERTIFICATIONS

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- OnBase Certified System Administrator - February 2016, Renewed November 2020