

JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

PROFESSIONAL SUMMARY

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.

SKILLS

- 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

EDUCATION

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

WORK HISTORY

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.
- Troubleshoot 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.

CERTIFICATIONS

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