

LISA PHAM TAYLOR

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EDUCATION California State University, Chico

BS, Professional Physics; Mathematics Minor

Scripps College

Biophysics & Pre-Medicine Undergraduate Student

Chico, CA

August 2015 - December 2017

Claremont, CA

August 2010 - April 2013

WORK EXPERIENCE Enloe Medical Center

Epic Supervisor, Ancillary Applications

Chico, CA

April 2020 - January 2022

- Supervised the handling of service tickets, workflow problems, and projects involving Radiology, Cardiology, Laboratory, and Infection Prevention/Control modules within the Epic software system
 - Lead and coached a team of six analysts and eleven consultants
- Contributed to critical COVID-19 changes in response to regulatory reporting, vaccination roll-out, and test development/shortages by building out dashboards and reports, advising on emergency workflow decisions, and maintaining auto-infection and auto-isolation software logic

Epic Interface Analyst

July 2018 - March 2020

- Designed interface logic to support the collection of patients' sexual orientation and gender identity (SOGI) data, routing preferred names to third-party applications used throughout the hospital improving patient care experiences from both a medical and personal standpoint
- Served as the primary analyst for the Infection Prevention/Control department, automating and optimizing workflow processes that saved Infection Preventionists 10+ hours of work each week
 - Supported hospital through measles and COVID-19 outbreaks by designing custom reports, managing infection and isolation system build, and developing travel/exposure screenings
- Guided IS department environment strategy for build governance and software upgrade processes
- Aided organization through a crippling cyberattack by quickly developing a procedure to get users into secure backup systems, creating reports on the fly to aid the continuation of immediate patient care, and reworking file transfer systems critical to processes such as payroll and pharmaceutical infusions

Information Services Project Coordinator

March 2018 - June 2018

- Assisted multiple teams and executives during the roll-out of two new software programs (Infor Lawson SCM and Epic EMR) by teaching classes, generating presentations, and strategizing support logistics

CSU, Chico Physics Summer Research Institute

Chico, CA

David Kagan Summer Researcher

May 2016 - August 2016

- Independently conducted spectrophotometric assay research to determine the surface free energy of marine alga *Emiliania huxleyi*—an alga being studied worldwide for biodiesel development
- Awarded grants from the National Science Foundation and American Physics Society to present research results at multiple national conferences

COMMUNITY Society of Physics Students, CSU Chico Chapter

EXPERIENCE President

Chico, CA

April 2016 - May 2017

- Delivered commencement ceremony speech about community in front of 10,000 audience members
- Headed campus involvement, chapter meetings, and outreach events for 40+ members, doubling department involvement from previous year and significantly increasing student body diversity
- Organized trip of 20 students to $\Sigma\Pi\Sigma$ Quadrennial Congress in San Francisco, garnering six national travel awards for chapter that totaled over \$2,500, which helped cover all student fees
- Oversaw production of 29th Annual Pumpkin Drop, a community event teaching 150 local elementary school students about physics through an interactive play

HONORS

Student Commencement Speaker, CSU Chico College of Natural Sciences' Outstanding Student Leader Award, CSU Chico College of Natural Sciences' Exemplary Student Award, Floyd L. English Scholarship, Aysen Tunca Memorial Scholarship, $\Sigma\Pi\Sigma$ Physics Honor Society, Dean's List (2015-2017)