Andrew Kindschuh

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Experience

- Researched, wrote, and presented investigative summaries of Hedge Funds. Proofed and revised publicity materials.
- Managed all stages of 8 customer transitions to new Inform ERP software, from sales team hand-off to ongoing support, for customers with 1 to 4 branch locations. Assisted in 11 additional transitions
- Provided At The Elbow (ATE) end user support during 11 EPIC EHR GoLives, at facilities ranging from 14 beds to 800+, for a total of almost 2,000 hours ATE experience.

Summary of Qualifications

- Windows Remote Desktop and RemoteApp, Cisco VPN, other VPNs
- TeamWork, Basecamp, Project Management software.
- TeamViewer, GoToAssist remote support software.
- Universe Database.
- Tool Command Language.
- Extensive Familiarity with ASAP, OpTime, Orders, and ClinDoc applications of EPIC.
- Certified in Dragon speech recognition software.
- Familiarity with Ambulatory EpicCare, Beacon, Radiant, and Stork applications of EPIC.

Project Manager at Springs Capital

- Researched and presented investigative summaries of Hedge Funds.
- Proofed customer-facing documents and literature.
- Taught English.

Implementation Analyst and Project Manager at DDI Systems

- Transitioned new customers to Inform ERP software.
  - ➔ Managed full timeline of project, starting with hand-off from Sales team, and continuing through workflow assessment, database prep, data pull, conversion, pre-implementation training, GoLive, and continuing software support.
  - ➔ Coordinated employees in several roles including Hardware/Server prep, Data Extraction, Data Conversion, as well as additional trainers.
- Prepared new Inform databases for conversion of legacy data.

- Reviewed converted data for issues, validated with customer, worked with Extraction and Conversion specialists to ensure the most complete and accurate conversion of data from legacy system possible.
- Continued training and support of customer post GoLive, both on-site and remotely.
- Assisted Quality Assurance team in identifying software issues
- Assisted Development team in resolving software issues.

Lead Tutor at Essia, formerly Scribes STAT

- Provided ATE support for the full range of clinical staff, from Infusion Therapists to Surgeons, at a Critical Access Facility; to physicians in the Emergency Department of a level 1 trauma center from day one of GoLive, aiding continuity of quality patient care with no decrease in patient volume; and worked closely with Cardiology Department head in establishing Problem Based Charting workflow; along with 8 other implementations.
- Developed curriculum and taught classes for new EMR Tutors prior to GoLives.
- Identified issues, developed and disseminated workflows in conjunction with EPIC personnel, Command Center Analysts, and local Informatics team.
- Instrumental in providing ATE support
- Met with Instructional Designers and Clinical Champions to discuss successes and challenges, to adapt lesson plans for future GoLives.

Education / Certifications

The College of Wooster   Wooster, OH   5/06
Bachelor's Degree in Physics
    Completed Senior Independent Study project on the effects of material and density on avalanche dynamics and pile stability in a Self-Organized Critical bead pile.

Oregon Health & Science University   Portland, OR   7/12
American Medical Informatics Association 10x10 Certification

Volunteer Experience

Habitat for Humanity   Portland, OR   6/06–8/18
Wayne County Children Services   Wooster, OH   9/03–5/04