**Joe Tran**

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March 23, 2015

Ms. Christine Gee

St. Joseph’s Health Care London

268 Grosvenor Street, London, Ontario, N6A 4V2

Dear Ms. Christine Gee,

I am writing in response to your posting at St. Joseph Hospital for the position of Student Clinical Decision Support. My technical skills and knowledge in healthcare process improvement methodologies acquired from Health Information Science program at Conestoga College should be of interest as you consider ideal candidates for this position.

Some of my greatest qualifications include:

* Strong working knowledge of relational databases and business intelligence tools
* Experienced in working with multiple information systems in term of systems integration, data analysis, and reports generation.
* Proven problem solving skills demonstrated through course projects and field study.
* Enjoy working in multi-disciplinary team environment as an energetic team player with effective communications.

Given the combination of these factors, I feel confident that I will be able to adapt well and contribute to the team as Student Clinical Decision Support while gaining invaluable informatics experiences.

I would welcome the opportunity to meet with you to further discuss my qualifications. I have enclosed my resume for your further consideration. Thank you so much for your time, and I look forward to speaking with you.

Sincerely,

Joe Tran

Bachelor of Applied Health Information Science Candidate

Conestoga College ITAL

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***A highly motivated Health Information Science Student continually seeking for opportunities to develop professional experiences where strong technical background, problem solving skills and interest in healthcare process improvement methodologies will contribute***

**SUMMARY OF QUALIFICATIONS**

* Solid understanding of healthcare structures and experienced in working with multiple information systems.
* Proven technical skills with superior project deliveries in database, programming and web development courses.
* Strong analytical skills demonstrated through usage of statistical and business intelligence tools.
* Willingness to approach and tackle challenges; able to thrive in deadline-oriented, high-pressure situations.
* Excellent in working as part of multi-disciplinary team with the use of effective communications.

**SKILLS AND ACCOMPLISHMENTS**

**Technical Skills**

* Hands on experience with mobile application development and user interface design from working on NRG Calculator project (NRGcalculator.ca).
* Familiar with several programming languages: C#, C++, Java, JavaScript, Pascal.
* Operating systems: DOS, UNIX, Windows XP, Windows 7, Windows 8.
* Proficient in Microsoft Offices: WORD, EXCEL, POWER POINT, PROJECT, VISIO.
* Strong working knowledge of relational databases structure and query languages: MySQL, MSSQL.
* Experienced in working with business intelligence tools and reporting services: SQL Server Reporting Service, Tableau, and Information Builder.
* Excellent understanding of computer hardware and networking.
* Good holistic understanding of web application development process and tools on both front-end and back-end programming: CSS3, HTML3, Node.js, Bootstrap, Jquery, WordPress, JSON, Photoshop.
* Able to utilize collaboration tools to increase team efficiency: SharePoint, GitHub.
* Willingness to learn and adapt to work efficiently with new technologies.

**Clinical Healthcare Skills**

* Acquired working experiences with information systems such as Clinibase, Meditech, VISTA.
* Successfully extracted and transformed data from EMR, financial system, and business intelligence tool to identify gaps in patient registration and identification process to assist decision making.
* Created internal survey to collection information from multiple groups of stakeholders within Alberta Health Services regarding current patient identification process; Managed, analyzed and presented findings from survey responses to project team to identify improvement strategies.
* Experienced in using PDSA process improvement approach in health informatics projects.
* Understand the important of privacy, confidentiality, and data security of healthcare information.
* Knowledge of healthcare structures, understanding of project management and change management concepts acquired from research project and courses materials.
* Demonstrated talent in system and user focused interface design by presenting an application solution that would complement and improve efficiency of current Resident Assessment Instrument – Minimum Data Set 2.0.
* Good knowledge of information system procurement and implementation procedures.

**Interpersonal Skills**

* Strong problem solving skill, creative, and highly motivated.
* Ability to follow instruction with strong attention to details.
* Good work ethic, organized and efficient in pursuit of superior project deliveries.
* Ability to think and express ideas; willingness to approach and tackle challenges.
* Proficient leadership and communication skills developed from previous tutor experience.

**WORK EXPERIENCE**

**Mobile Application Project Assistant**: Conestoga College, ON 2013 – Present

**Student Business Analyst**: Alberta Health Services, AB 2014

**Peer Tutor**: Conestoga College, ON 2012 – 2014

**Computer Technician/ Web Designer** - Volunteer 2011 – 2013

**Network Administrator/ Computer Technician** - Volunteer 2006 – 2008

**Yearbook Project Leader** – Volunteer: Bronte College, ON 2005 – 2006

**Peers Tutor** – Volunteer: Bronte College, ON 2004 – 2006

**EDUCATION**

**BAHSc: Health Information Science**, Conestoga College, ON 2011 – present

**BS: Biology** coursework, University of Waterloo, ON 2007 – 2010

**Relevant coursework**: Solving problem in health informatics, group dynamic, Canadian healthcare structure and governance, database concepts, professional communication, information system, biomedical concepts, web application development, Project management, IT Procurement.

**AWARDS**

Conestoga’s Dean’s Honour List 2013

University of Waterloo President Entrance scholarship 2007

Bronte College of Canada’s President Award for top graduate 2006

Bronte College of Canada’s Most Valuable Player 2006

**PERSONAL INTERESTS**

Assembling and repairing computers, mobile application development and game design, web development, music, soccer, tennis and animals.

**KEYWORDS:** health informatics, project management, decision support, process improvement, databases, web development, business intelligence, information system.