

Rim Malak

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CAREER OBJECTIVE

EMPLOYMENT EXPERIENCE

Compass Community Health

Hamilton, ON

Position: **EMR Specialist**

February 2018 - Nov 2019

Responsibilities:

- Lead and provided assistance in the resolution of EMR tickets in a timely manner.
- Develop comprehensive EMR documentation to facilitate training and standardization.
- Travel to partner sites and provide remote trainings for new users on Practice Solutions Suite, Nightingale On Demand (NOD) and Purkinje.
- Provide group and refresher trainings whenever needed.
- Ensure standardized data entry to guarantee all performance indicators and data quality required for reporting purposes are met, as well as to maintain accurate and comprehensive client medical health records.
- Create and manage EMR User accounts and profiles.
- Lead and provided assistance in the EMR transition project involving TELUS Health, Alliance (Formerly AOHC) and partner organizations including a CHC, AHAC and NPLCs from NOD and Purkinje EMRs to PS Suite, insuring that communication is flowing between all parties, taking part in the data validation, customizing encounter details, building Custom Forms, setting up the system preferences and participating on the calls to provide advice based on my learned experience.
- Participate in Regional User Group meetings.
- Work with the Data team on improving data input by providing feedback and training to end users and managers.
- Work with IT team to provide support to users.

French Community Health Centre Hamilton Niagara

Position: **Data Management Coordinator (DMC)**

Responsibilities:

Welland/Hamilton, ON

February 2007 - June 2008

- Review and lead Data Quality Control activities to ensure standardization in the EMR.
- Coordinate with third party IT solution providers in the implementation of products.
- Perform Data Analysis and lead report preparations for other departments.
- Manage databases and user accesses to the Health Centre.
- Provide EMR training to end users.
- Provide IT and EMR support to end users.

COMPUTER LANGUAGES & PROGRAMS SKILLS

Proficient with the following computer programs:

- Microsoft Office suite (Word, Excel, PowerPoint, ...), EMRs (Purkinje, NOD, TELUS PS SUITE)

INTEGRATION PROJECT – (LARGE SCALE)

Niagara College, Welland, ON

Position: Student

Designed and implemented a complete network system for an organization of a thousand users. The project required a website that interfaced a real time data base, a web server, an e-mails server, shared calendars, user access from outside the network into their session02. 36, print, backup, file, CA, pbx and Active directory servers, and UTM.

EDUCATION

Niagara College, Welland, ON

Computer System Technician

(Completed with Niagara College Scholar Honor seal).

Sept. 2015 - Apr. 2017

École Polytechnique of Montréal, Montréal, QC

**Completed required courses for a Master's degree
In Biomedical Engineering (M.Eng.)**

Sept. 2004 - Dec. 2006

Université du Québec à Trois-Rivières

Trois-Rivières, QC

Bachelor's in Electrical & Computer Engineering (B.Eng.)

Sept. 1999 - Apr. 2004

LANGUAGES

Proficient in speaking, reading, and writing in the following languages: **French, English, Arabic.**

REFERENCES

References will be provided upon request