

Workflow Consultant Workflow Consultant Workflow Consultant - Kaiser Permanente Long Beach, CA I have been working with healthcare information systems for over 17 years. I have extensive knowledge and experience in systems, access, consulting, analysis, configuration, administration and operations. I enjoy a technical challenge in the work I pursue. I have partnered with leaders within pharmacy and the medical centers to realize solutions and solve problems. I have management experience with technical teams to achieve security goals for a national enterprise information system. I recently was accepted in a Master's of Science in Cybersecurity and Information Assurance at Western Governors University Authorized to work in the US for any employer Work Experience Workflow Consultant Kaiser Permanente October 2018 to Present Working with Doctors, Nurses and Departments to streamline and standardize EMR (EPIC) workflow Responsible for medical center KP Health Connect (KPHC) (EPIC) standard workflow to improve efficiency and billing adherence Medical center training for messaging workflow and standard workflow Collaborates with Department Administrators, Assistant Department Administrators and Managers to increase workflow efficiency Perform workflow observations and guidance to medical clinics to optimize daily workflow Created new intake process within Forms and Flows in Office 365 to aid tracking and ease of use Create and document smart phrases within KPHC and push to Medical center staff for standardized documentation Partners with Medical Center leadership teams on standardized workflow and new Care Transformation Projects Partners with the Doctor efficiency group to produce new standards for workflow Work with departments on creating preference lists for KPHC order entry, this helps standardize and align billing efforts on the back end of KPHC Part of a diverse team of 50+ workflow consultants that spans the SCAL area with workflow efficiency and KPHC expertise. Manager IT support Kaiser Permanente July 2015 to October 2018 National Pharmacy System Security Owner PDX EPS Business Application Owner Delegate for Enterprise Pharmacy Information Management system Job Role Matrix maintainer SOX QAR review and owner Enterprise Directory LDAP central authentication tester and validator Security roles owner and developer per business need Facilitate batch provisioning for new application onboarding Maintain SOX + HIPAA access compliance for all applications Manage two

system consultants National KPIM liaison for ePIMS Project Manager II Kaiser Permanente April 2011 to July 2015 Pharmacy Performance System Administrator UAT tester and change management request owner Database maintenance Q/A requirement builder and tester Report consultant for business and operational needs SCAL Operations Sharepoint site Administrator Consults on security levels and provisioning rules User provisioner Content maintenance Right Fax System Database consultant Operations Lead on project Coordinated SCAL system deployment ePIMS reporting Provided high level technical support Implemented an automated SQL report Document retention reduction project Research and analysis of the legal retention rules and current practices Provided recommendations and implemented them Project Manager I Kaiser Permanente June 2008 to April 2011 DEA ePrescribing change Consulted on new regulatory workflows and developed them for regional use Ran weekly system training sessions to ease staff into new workflows Communication lead for the project, timelines, and member materials.

SOX audit PIMS, POS and Ariba Manually ran audits until audit software rollout Created business requirements for audit transition UAT tester for SCAL requirements and hierarchy Disaster planning Map administrator Owner of GPS coordinate database of pharmacies Updated an interactive online map with our pharmacies locations Lead SCAL Pharmacy Label Printer Refresh Developed service level agreements based on system analysis Recommend data format for initial system load Coordinated and consulted with vendor to implement new printers for 125 pharmacies Pharmacy Systems Service Analyst (PSSA) Pharmacy Informatics October 2005 to June 2008 Kaiser Permanente Lead Security Provisioner for the Patient Information Management System (PIMS) System Release Management Process Owner over all 6 PIMS systems System security enhancements and changes On-boarding and off-boarding users 24 On Call Support for System issues Lead Analyst on POS register and printer refresh Provided technical hardware consultation and recommendations Coordinated the implementation of the software with IT Lead UAT and Consultant on Downtime Label program Provided business and technical requirements Tested product Technical write up for operations manual Computer/Software Experience National Pharmacy System (ePIMS) Citrix Identity Access Governance LDAP browsers Citrix

Central authentication Microsoft Word Legacy PIMS Excel FTP clients Powerpoint Adobe
Sharepoint Robohelp Outlook EPIC EMR Visio Education MS in Cybersecurity and Information
Assurance - Enrolled Western Governors University February 2019 to March 2023 BS in Business
Management Western Governors University August 2014 to February 2018 Long Beach City
College 2002 to 2004 Diploma Downey High School 1999 to 2002 Skills Visio, Excel, Workflow,
Network Administration, Customer Service, Strategic Planning, Active Directory, IT Management,
Vendor Management

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