

Systems Analyst I Systems Analyst I Gastonia, NC Work Experience Systems Analyst I Caromont health June 2017 to Present Jr Systems Analyst CaroMont Health October 2016 to June 2017 * Led Online Scheduling Project Implementation for increased patient access * MyChart analyst for E-Visit implementation to extend care to patient's via online questionnaires * Lead analyst for eCheck-in project to expedite patient registration and check-in * Built and Implemented Provider Finder in the referral workflow to retain revenue and analyze need for specialty expansion * Served as 2017 Upgrade Commander where I oversaw the command center, was a point of escalation, delivered daily reports to Senior Leadership, and coordinated issued that crossed applications * SER Administrator * Lead Epic MyChart Analyst * Epic Cadence Analyst Help Desk Specialist CaroMont Health December 2015 to October 2016 * Designed and Established Triage program for Epic overnight coverage * Athena end user support * MyChart Patient Support * Epic end user support * SER Record Creator * Analyzed and resolved technical and hardware issues Identity Management Assistant CaroMont Health January 2015 to December 2015 * Maintained Network and Application security based on end user roles * Monitored servers and interfaces * Diagnosed, resolved, and documented technical and application issues GroupWise Administrator Embassy Suites Resort - Concord, NC April 2014 to January 2015 Guest Service Representative/ PBX Operator * Managed all guest requests and escalated if needed * Ensured release of information followed privacy policy * Routed individual charges to master accounts Night Auditor Courtyard by Marriott - Charlotte, NC May 2013 to May 2014 * July 2013 Employee of the Month * Performed nightly audit for revenue * Completed audit summary to be delivered to management * Trained new employees * Maintained daily balance of transactions * Resolved guest complaints and service recovery submissions Education Masters of Health Information Technology in Health Information Technology University of South Carolina at Columbia - Columbia, SC September 2019 Bachelor of Arts in Psychology in Psychology University of North Carolina at Greensboro - Greensboro, NC August 2009 to May 2011 Skills Security, training, access Additional Information Epic Cadence Certified, Epic MyChart Certified, Epic Security Proficient with Honors

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