

System Analyst System Analyst System Analyst Oxford, MS Work Experience System Analyst Sharp Healthcare - San Diego, CA April 2013 to May 2014 Led multiple Allscripts regulatory upgrades consisting of project timeline management, system configuration and testing, interface configuration and testing, on-site customer support day of go-live, on-going technical support and technical documentation management Participated in system-wide implementation of Dragon Medical with a focus on system configuration, on-site training, on-going technical support, and technical documentation management Reviewed, tested and revised on-call technical support documentation for over 25 system-wide applications Participated in 24/7 on-call and on-site technical application support IT Project Coordinator San Diego Hospice - San Diego, CA September 2010 to April 2013 Planned, configured, scheduled, coordinated, and implemented several projects including: procurement and distribution of over 600 mobile devices; Vocera Secure Staff Alert System and Tablet Computer distribution Developed training material for above-mentioned projects and acted as key resource for additional trainers Served as the subject matter expert, managed user support and billing, inventory management and usage reporting for above-mentioned projects Researched and resolved billing and invoice problems & coordinated approval of all accounts payable invoices Effectively managed escalated customer/vendor questions, issues and complaints as indicated Developed rapport with the customer base by handling difficult and sensitive issues with professionalism, seeing issues through to resolution Served as System Analyst for Hyland OnBase Document Management and Kronos Timekeeping & Payroll Systems Independent Insurance Agent New York Life Company - San Diego, CA March 2010 to August 2010 Interviewed customers to assess their needs, presenting personally tailored coverage options Promoted increased client retention through high-quality service and dedicated follow through Complied personal productivity reports for management Independent Insurance Agent Farmers Insurance Company - San Diego, CA August 2009 to March 2010 Duties similar to above Office Manager Sadr & Barrera, APLC - San Diego, CA May 2006 to July 2008 Identified inefficiencies and recommended process improvements Created and maintained electronic and paper-based systems for organization of client records, reports and documents Investigated client issues and

drafted responses to urgent requests   Maintained and tracked office expenses using QuickBooks  
Software Expertise   MS Office Suite MS Project Kronos Timekeeping & Payroll   Taleo Learn Center  
Hyland   OnBase   Document   Management   Allscripts   Dragon   Medical   PowerScribe   CliniComp  
SharePoint   Vocera   Cerner Education Bachelor of Business Administration in Human Resources  
Management   University of Mississippi - Oxford, MS   May   2019   Skills   CERNER, KRONOS,  
DOCUMENT MANAGEMENT, ONBASE, MS PROJECT Additional Information Core Competencies:  
Team   Building/Leadership,   Relationship   Management,   Training/Development,   Quality  
Assurance/Management and Expert Presenter/Negotiator

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