**Va Yang**

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**OBJECTIVE:**  Associate myself with a professionally driven, well-respected organization by pursuing a challenging, responsible, dynamic and rewarding career and applying my academic knowledge, expertise, skills and enthusiasm; which will assist my career development and contribute effectively to the progress of the company.

**SUMMARY**

* Excellent communication and interpersonal skill, escalates issue, interact effectively with senior management and implementing applications system.
* Abilities to solve problems, technical and analytical.
* Maintain current knowledge of the Epic application system, reporting processes, data capture, and support other learning specialists in areas of specific content expertise.
* Experience Troubleshooting application and provided on-going project management and status reporting at all levels; Maintaining and updating Application configuration documentation.
* Application and Interface Enhancements/Development: Assess customer needs, research options, support analysis, design, and test and implement application solutions.
* 3 + years’ experience using at least one of the Epic suites of application.

**SKILLS**

* IBM and Application Software’s - Epic Application System, Lotus Notes 8.5, WebEx, Remedy 7.6, RPM (Resource Program Management), SharePoint, Avatar Application System, HSIS Application System, and Crystal Reports
* Help Desk Supports - Kaiser Permanente Hospital and County of Fresno Department of Behavioral Health.
* Knowledge of computer hardware and software, including applications and office software, e.g., Power Point, Excel, Microsoft Project, and Words.

**EDUCATION**

* B.S., Biomedical Engineering Technology, DeVry University, Fremont, CA *(Graduated)*

**EXPERIENCE**

**EMPLOYER: ICD Solutions / CLIENT: Kaiser Permanente – Contractor, Pleasanton, CA March 2013– June 2013**

**Project Coordinator**

* Coordinate special events, meetings, conferences, and audio-visual equipment as needed.
* Ensure that system reports are accurate and complete to meet the needs of clinic leadership and access team leaders.
* Schedule knowledge management and development support, work with team leaders to monitor and track task completion.
* Helps manage project deliverables, milestones and plans to ensure project effective.
* Understand the supply and demand baselines for each clinic to ensure proper minimum staffing is maintained.

**ENVIRONMENT:** SharePoint, Lotus Notes, Excel, MS Project, MS Word, MS Power Point, Lotus Notes 8.5, WebEx, Remedy 7.6, and RPM (Resource Program Management)

**EMPLOYER: County of Fresno – Non-Taxable Internship, Fresno, CA**

**September 2012 – February 2013**

**Program Technical Assistant- Internship**

* Coordinate departmental communications and activities with computer services for installation, implementation, and maintenance of computer software/hardware.
* Provides end-user application support and reset password for the Avatar and HSIS applications. Provides routine application and technical support for the product line in addition to providing triage and troubleshooting assistance to the product customers.
* Troubleshoot on software platforms as MS Office, Web Applications, and Server Applications.
* Develops and maintains application user manuals; documents work processes and develops operational standards and procedures. Maintain & create reports and databases both existing and new.

**ENVIRONMENT:** Crystal Reports, Avatar, HSIS, Excel, MS Word, and SQL Language.

**EMPLOYER: eCosway – FTE, San Jose, CA**

**May 2010 – July 2012**

**Sales Lead Project Coordinator**

* Creates project plans and other documentation in compliance with established standards
* Responsible for monitoring, controlling and reporting on project tasks, deliverables, costs, resources, issues, changes, risks and quality assurance
* Prepares status reports and other project reports and presents information to organizational leadership, project teams and client / customer groups
* May plan and manage small, well-defined projects or sub-projects with minimal supervision

**ENVIRONMENT:** MS Word, Excel, Risks, Quality Assurance

**EMPLOYER: Kaiser Permanente Hospital – FTE, Emeryville, CA**

**October 2007 – April 2010**

**Business Application Coordinator**

* Implement the Epic application with specialized support to a specific business area. Coordinate and install first use of new application. Performed other related duties as assigned by management.
* Maintain current knowledge of the Epic application system, reporting processes, data capture, and support other learning specialists in areas of specific content expertise.
* Troubles shoot application and provided on-going project management and status reporting at all levels. Maintains and updates Application configuration documentation.
* Application and Interface Enhancements/Development: Assess customer needs, research options, support analysis, design, and test and implement application solutions.
* Troubleshoot user hardware and software problems, including running basic diagnostic tests, repairing personal computers, terminals, printers, and communication connections. Document, track, and monitor user issues to ensure a timely resolution.

**ENVIRONMENT:** Epic EMR Application System, Lotus Notes, Remedy 7.6, Mainframe, Excel, Microsoft Word, MS Power Point.