RECOGNITION & AWARDS

Achievements & Leadership Acknowledgments

ORACLE HEALTH RESPONSIVENESS CHAMPIONS

February 2025 | Inbound to Outbound Communication

Recognized among team members who achieved above 90% responsiveness metrics while handling greater than 20 new service requests. Demonstrated consistent excellence in client communication velocity and response quality.

February 2025 | Initial Response Within 24 Hours

Achieved 80-85% responsiveness metric for initial client contact within 24-hour SLA window, maintaining high volume throughput while ensuring timely customer engagement.

TOP PERFORMER RECOGNITION

September 2022 | Team Performance Leadership

"Team we broke 300 closes and over 1100 outbounds yesterday, AMAZING. One more day, thank you all for the fantastic week! How much impact is that to Clinical/Departmentals? Over 22.5% of all closes in C and D came from THIS GROUP right here! Lots of good numbers coming out of the Command Center and a lot of names that we know, but one of us took over 2 categories federal closes and comms, Awesome work Alex!"

— Management Recognition Email

Federal Team Rankings (September 2022)

Category	Ranking	Volume
Federal Incident Overall	#1	26 incidents
Federal Overall	#1	79 total

LEADERSHIP ENGAGEMENT

Federal Roundtable Participant

Hand-selected to participate in Federal Roundtable discussion with Oracle Health Vice Presidents. Contributed insights on day-to-day operational challenges and proposed solutions for federal support optimization. Recognition of expertise in federal EHR support operations.

Documented Team Impact

When out of office in July, team Days in Backlog (DIB) metric more than doubled, demonstrating quantifiable impact on team velocity and operational performance.

DIB When Present	DIB When Absent	Impact
~7 days	~15+ days	107%+ increase