

Ameer Helmi

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<u>EPIC CERTIFICATIONS</u>	<u>ADDITIONAL EXPERIENCE</u>
<ul style="list-style-type: none">• Beaker Clinical Pathology (CP)<ul style="list-style-type: none">◦ 2024 NVT• Clarity Data Model	<ul style="list-style-type: none">• Beaker Anatomical Pathology (AP)• Cytogenetics, Molecular Diagnostics• DI, Blood Bank, Point of Care (POCT), Order Transmittal, Interfaces and HL7

SUMMARY

- 5+ years of Epic Beaker CP and AP technical and build experience as a Senior Consultant, former Boost Consultant and Technical Services representative at Epic.
- Led and worked with multi-disciplinary teams as a Beaker build and workflow expert for 8+ organizations, providing detailed technical support and build expertise across core lab, microbiology, cytogenetics and molecular diagnostics, blood bank, POCT, instrument and sendout interfaces, and order transmittal.
- Demonstrated excellence in technical issue resolution, working with many competing priorities, integrated workflow design and build, and custom workflow design and build.
- Consistently received excellent feedback from every organization and won the Epic service award for dedication to resolving issues and willingness to provide direct support to customers.

PROFESSIONAL EXPERIENCE

Honeydew Consulting, FL

04/2025 – Present

Senior Consultant

- Implemented complete audit for Mass General Brigham Epic Beaker build, utilizing custom made Excel scripts.
- Initiated complex workflow design, working directly with executive leadership to ensure customer success.

Lakeland Regional Health, Lakeland, FL

12/2024 – 04/2025

Systems Analyst III

- Developed fixes and workflow changes for interface errors with reference labs, POC testing with RALS, DI, and Cerner-Epic integration.
- Implemented fixes to complex workflows such as GTT ordering and reflexing, culture sendout and in-house automatic routing, and Sysmex WAM integration.

Oregon State University, Corvallis, OR

09/2019 – 08/2024

Graduate Research Assistant

- Developed assistive robots for assisting physical therapists in working with children with disabilities to develop motor skills.
- Mentored 22 undergraduate students and 2 graduate students on research projects.

Epic Boost, Seattle, WA 08/2015 – 12/2018

Beaker Technical Consultant

- Led and supported 4 customer teams during implementations and system upgrades for Laboratory Information Systems (LIS): Beaker CP and AP.
- Served as build lead for Quality Control (QC) setup, auto-verification configuration, reporting dashboards, instrument and reference lab interfaces, blood bank, and POCT across multiple organizations.

Epic, Verona, WI 06/2013 – 08/2015

Beaker Technical Services

- Led as technical point for issue resolution for Beaker CP and AP build across 3 organizations.
- Coded programming enhancements and system fixes to microbiology workflows, including end-user reports and results print groups.
- Created Support Ticket issue resolution team to improve resolution of Beaker Critical Support Tickets across all organizations.

ORGANIZATIONS

Virtua Health, Voorhees, NJ 03/2018 – 12/2018

Beaker CP Build Consultant

- Handled analyst team technical support for Beaker CP workflows and build, focusing on POCT, Rover, and Order Transmittal.
- Supported go-live in command center for issue resolution on all Beaker CP workflows, especially instrument and reference lab interfaces, and microbiology workflows.
- Sole ownership for build and documentation of QC and auto QC testing workflows while providing technical support for core lab build and testing, charging and all Beaker interfaces.

CHI, Omaha, NE 10/2017 – 02/2018

Beaker Upgrade Specialist

- Advised on workflow updates for dual version upgrade of Beaker AP and CP, especially in POCT, reference lab interfaces, and Order Transmittal changes.
- Aided in upgrade command center during go-live for issue resolution on all Beaker AP and CP workflows, including specimen label and printer escalations and reference lab interfaces.

Yale New Haven Health, New Haven, CT 07/2016 – 09/2017

Beaker CP & Community Connect Build Consultant

- Guided Beaker CP analyst team on workflow design and build, with a focus on Order Transmittal, security classes, profiles and roles, and instrument and sendout interfaces.
- Led Beaker workflow build for Community Connect hospital in Rhode Island, assisting across core lab, charging, POCT, Rover, and integrated workflows.
- Designed and crafted unique and complex home draw workflows for offline specimen collection.
- Led direct build and documentation of Beaker CP workflows, including Point of Care, DI, Blood Bank interfaces, and Preference Lists.

UCLA Health, Los Angeles, CA

08/2015 – 06/2016

Beaker AP Build Consultant

- Assisted Beaker CP and AP analyst teams in resolving complex system issues for Beaker workflows, focusing on both CP and AP specimen collection and label build, charging reconciliation, and reporting dashboards.
- Led design and build of unique and complex cytogenetics and molecular diagnostics workflows, bridging Beaker CP specimen collection and labels with Beaker AP rich-text LRR components and complex integrated charging.
- Crafted custom reporting dashboards for Beaker AP pathology, cytogenetics, and molecular diagnostic workflows according to clinician need.

Cambridge Hospitals NHS, Cambridge, UK

07/2014 – 07/2015

Technical Services

- Served as the technical lead for all issue resolution for Beaker CP and integrated workflows, resolving 100+ Support Tickets and multiple critical escalations across every aspect of general lab, microbiology, reference labs, and blood bank during 1+ year post-live support and stabilization.
- Rapidly re-designed and built new Result Report Format and Routing records during critical escalation at go-live, preventing 3rd-party submitter from voiding reference lab contract.
- Closely advised analyst team on developing custom microbiology workflows for automated MALDI-TOF instruments.
- Created unique and complex Hematopathology & Oncology Diagnostic Services workflow, combining Beaker CP specimen collection and labels with Beaker AP rich-text LRR components and complex integrated charging.

Jurong Hospital, Singapore

05/2014 – 05/2014

Training Workflow and Build Consultant

- Selected to provide on-site support for training environment build and issue resolution with primary Beaker training team due to workflow and build expertise.
- Resolved technical issues with MST environment across core lab, charging, and reporting, ensuring system integrity and function for training of analyst team and end-users.

Northwest Community Hospital, Chicago, IL

01/2014 – 07/2014

Technical Advisor

- Mentored Beaker technical services representative on issue resolution for Beaker CP workflows and build, especially with microbiology, QC, and POCT.
- Provided direct go-live support in command center, advising on prioritizing and fixing issues with Beaker analyst team, especially with charging reconciliation.

Baptist Memorial Health Care, Memphis, TN

08/2013 – 07/2014

Technical Services

- Assisted with Epic Ambulatory Mapped Record Testing (MRT) for lab test orders routing and ICD-9/ICD-10 remediation for LIS module testing.

- Worked directly with end-users to develop and build custom microbiology workflows that were incorporated into future Epic versions.
- Continually resolved issues and provided support after go-live, addressing 100+ Support Tickets across instrument interfaces, charging, and microbiology workflows in 3-month post go-live stabilization.

EDUCATION

Ph.D., Robotics, Oregon State University, Corvallis, OR

Advisor: Dr. Naomi T. Fitter | GPA: 3.8

Dissertation: Mediating Child Physical Activity with Assistive Robots

B.S., Biomedical Engineering, University of Illinois at Chicago, Chicago, IL

Minor: Mathematics | GPA: 3.7