

Jessica Claire

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PROFESSIONAL PROFILE

Consultant/System Engineer with 6 years in HealthCare IT. Primary focus has been on Linux with a recent emphasis on Regulatory Consulting and Transition of Care. Experienced in training and development of associates along with development of documentation.

QUALIFICATIONS

- Working independently
- Training program implementation
- Quality control
- Process improvement
- System testing
- Gap analysis
- System administration
- UNIX system performance monitoring
- Technical writing
- Unix/Linux environments

RELEVANT EXPERIENCE

Created build guides that ultimately led to the automation of many elements of the build process for several teams. This automation saved my team as well as others, weeks of build time and has allowed for a more standardized process.

EXPERIENCE

CONSULTANT 07/2015 to CURRENT

Hillard Heintze | Rockville, MD,

- Provides leadership and oversight to engagements so that results are met on time as well as to ensure value is being provided to the client.
- Ensures appropriate resources are allocated and maintained to facilitate successful completion of projects, which includes working with Project Managers from all across the Consulting Organization to ensure project alignment.
- Multi-tasks the delivery of several project initiatives designed to enhance the services and level of support provided to the client.
- Plans and arranges the project deliverables in alignment with the expectations of the client and the business need to ensure that the client will successfully be able to meet Meaningful Use measures.
- Conduct on-site client workshops and client summits as needed and determined by the hospital systems.
- Manage Provider and hospital data through various tools including DiscernVisualDeveloper, HNAuser, and Bedrock Build hundreds of rules and pools for Direct and Transition of Care for clients.
- Create and maintain build guides and team collateral to use for future client and new hire training.
- Build guides and workflows were also used to partner with an internal automation team to streamline our processes.
- Works with the hospital systems and designated HIM staff on how to maintain systems once we begin to disengage from the product.

SYSTEM ENGINEER - HEALTH SENTRY 01/2013 to 07/2015

Apex Systems | Lakeville, MA,

- Backend support on production servers of extracted data on Linux systems including investigation of corrupt data, creating SSH keys, extracting data from client database, managing disk space and troubleshooting.
- Front end work on production servers by maintaining OpsJobs and troubleshooting any operation failures.
- Often working with the client to teach the ongoing maintenance of the OpsJob.
- Effectively communicate project status reports both internally as well as to the client through weekly meetings and calls.
- Create various macros and spreadsheets for quality assurance checking. Create and run numerous SQL queries.
- Manage and monitor the FTP, PHINMS and VPN connections on a daily basis to provide a proactive approach to catching any issues.
- Use custom CCL scripts to modify the format of HL7 messages.
- Create and provide appropriate workflow documentation for clients to support the system and setup during the testing processes.
- Adhere to applicable client access, client notification, and change management policies and procedures.
- Work with other Engineers to alleviate problems with data extracts.

SYSTEM ENGINEER 05/2012 to 01/2013

Cerner Corporation | City, STATE,

- Assist HR teams with designing and implementing solutions. Rebuilt a custom tool for Events Planning team using Microsoft Access.
- Put together documentation for implemented changes. Assist with PeopleSoft, Data Archive Manager, and Taleo resume parsing project. Conduct "fact finding" meetings with various team members to better

- understand how the solution would be used.
- Held regular meetings to provide updates on the current status of work and to give a timeline of completion.

SYSTEM ENGINEER - PROJECT IMPLEMENTATION 04/2010 to 05/2012

Cerner Corporation | City, STATE,

- CernerWorks Project Implementation Backend support of servers operating on Linux, AIX, HP-UX, and occasional VMS systems.
- Support service pack installation and continued maintenance of solutions, and infrastructure.
- Identify where applications are having performance/reliability issues; analyzes and formulate a proposed method to correct issues.
- Perform domain replicate/refreshes from a production environment to a non-production environment.
- Work through a queue of Service Requests to resolve issues the client reported or that other internal teams encountered.
- Worked with other internal architects to resolve more complicated issues.
- Manage end user access and privileges including group 0 access, creation of user profiles, and custom lists.
- Support the maintenance of specific clients and their servers/application needs including after-hours work.
- Build various servers including Websphere, RRD, Chart and Citrix Servers.
- Coordinate with client for the testing of environment functionality as well as service pack installs and the subsequent downtimes.
- Completed numerous service package installs for non-production clients and for testing partners.
- Maintain long-term support and management; troubleshoot and resolve issues daily.

EDUCATION

MBA | Information Systems 2015

Park University, Parkville, Missouri

GPA:

Information Systems

Bachelors of Science | Business Administration/Management 2015

Park University, Parkville, Missouri

GPA:

Business Administration/Management

Associates of Applied Science | Computer Networking 2010

ITT-Technical Institute, Kansas City, Missouri

GPA:

Computer Networking

SKILLS

AIX, automation, change management, Citrix, Consulting, client, clients, database, delivery, designing, documentation, FTP, HP-UX, HR, leadership, Linux, macros, managing, meetings, access, Microsoft Access, Works, PeopleSoft, policies, processes, quality assurance, SSH, Servers, scripts, spreadsheets, SQL, troubleshooting, VPN, VMS, Websphere, workflow, workshops