Luiz Gustavo Santos Silva

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OBJECTIVES
Professional Services Consultant at AlayaCare

Driven and fast-learning Technical Specialist with 10 years of experience built at several multinational companies from startups to large industries.
Currently working as an Implementation Manager, my job is to help Luma Health enable medical providers to best cater to their patients.
Motivated and passionate about professional services.

HIGHLIGHTS
- Project Management
- International Experience
- Patient-oriented
- Advanced problem-solving skills
- 4 years dedicated to Health Informatics

EDUCATION

Graduate Certificate Health Informatics
Bachelor's Degree in Information Systems

EXPERIENCE

Luma Health   Since Mar/2020
Implementation Manager
- As Implementation Manager, I'm responsible for ensuring the customer implementations stay on track and are delivered on time and with high quality.
- Manage implementation of customers from contract through launch
- Partner internally with the technical team to optimize client implementations and resolve technical challenges, and with the product team to design ideal offering/features.
- Help clients learn and navigate the product and the process change it can bring; proactively ensure new clients are getting value from Luma Health

Tech Support Engineer
- As a Technical Support Engineer, I interacted daily with clinics and hospitals to help them get the technical support they need.
- Healthcare IT EMR, EHR experience (ECW, Nextgen, Epic, Athena, Centricity) to name a few.
- HTML and Javascript coding experience
- SQL and data analysis

Aegea Saneamento e Participações   Sep/2018 - Mar/2020
BI Analyst
- Built reports working closely with clients and IT team to turn data into critical information to help business decisions.
- Strong use of Tableau, collecting and transforming data into beautiful dashboards.
- SQL, HTML, Javascript, and some other office tools to build the dashboards.
- Python scripts and other developing tools to create small scripts and collect data from field service.

TECHNICAL SKILLS
FHIR and HL7 standards, R, Python, JSON