Christopher Sharkey

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# Objective

Newly graduated, skilled software developer with project experience and knowledgeable in multiple computer languages. Focused and detail-oriented professional offering exceptional troubleshooting skills and a talent for developing innovative solutions to unusual and difficult problems. Seeking an opportunity to learn and grow.

# Skills

# Database management

# Testing and debugging

# Project management

# Software Development Life Cycle

# Windows OS

# Team leadership

# Conflict Resolution

# Oracle (SQL)

# Fluent in C, C++, C#, HTML, CSS, Java, and JavaScript

# Advanced Microsoft Office

# Experience

## Data Management specialist / scheduling team lead |

## truman medical center | 08/2015 - current

* Checked figures, postings and documents for correct entry, mathematical accuracy and proper coding Worked in Microsoft Excel platform to develop scripts for task automation and improve workflow
* 6 years of experience in data mining
* Designed and implemented key measurement reports for conveying metrics to the leadership team, monitoring service levels, identifying trends and performing root cause analysis
* Made actionable recommendations based on data trends
* Conducted field studies and data collection to support sophisticated analysis, assisting multiple projects
* Prepared data examples, runs and views for committee meetings
* Identified business requirements and devised implementation strategies to solve the business problems
* Collected, tracked and organized data to evaluate current business trends
* Ensured the immediate resolution of issues so that all project deliverables met key milestones as defined by leadership team
* Created HTML intranet page to assist in training and job duties
* Served as operating system expert (super user), providing technical support
* Managed project plans while providing status updates to management
* Handled special projects designated by the leadership team
* Served as the sole database specialist
* Assisted in the implementation of new system applications

## Team Lead (Interpreter services) | Truman Medical Center | 09/2012 – 08/2015

* Managed interpreter documentation project and roll-out through in-depth technical research, support, and analysis by working closely with Cerner’s end-user development team.
* Oversaw a 16 interpreter team compiled of Spanish, Arabic, and Somali interpreters
* Coordinated ongoing performance assurance of interpreter documentation applications and executed performance tests.
* Coordinated interpreter services at two hospital locations and satellite locations around the Kansas City Metropolitan Area
* Organized and held meetings with staff to improve processes and ensure standards and expectation were being met
* Prepared and presented reports to management team
* Chosen as the main corporate office contact, answering questions and resolving issues from hospital staff, patients and vendors
* Maximized productivity with delivery of onsite training for end-users
* Ensured the immediate resolution of issues
* Developed and rolled out a curriculum and training materials that could be utilized by staff of diverse backgrounds
* Monitored department budget through the careful assessment of resource usage and task management to ensure that costs were kept low

# Education

## Bachelor of arts | 2005 | benedictine college

* Double Major: Business Administration and Spanish

## Associate of Applied Science | 2019 | Kansas City mcc

* Minor: Software Development

## certifications

* CompTIA IT Fundamentals 2019