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# Objective

*I am seeking a position in the Healthcare Clinical Software Administrative/ Clinical Software Trainer, Project Manager, Customer Service Trainer, Customer Service Supervisor or Administrative Assistant position. I have a diversified background in customer service, sales, management and the software field. I am for long-term employment in the clinical software field.*

**Clinical Training Specialist/ Practice Management/EMR**

*Medallies Fishkill, NY October 2010- Present*

*Trained Providers, Nurses, and Medical Assistants, and Front Desk Staff on eClinicalworks Electronic Medical Records EMR/PM in a classroom setting ) in house and onsite in a classroom setting to document patient progress notes and help provider and staff with daily workflow, traveled to clinics and some small hospitals throughout the throughout the New York Metro area. Also trained all clients on MS word application and how to use mail mergers, Exhibit and maintain a professional demeanor both in-house and on site. Recognize appropriate chain of command; communicate clearly and effectively by using both verbal and non-verbal skills. Serve as key product knowledge clients. Manage client communication (act as liaison between sales and clients) within required timeframes. Schedule and conduct training for new clients as required online through web ex sessions and onsite at practice. Serve as client liaison for special projects as needed, Assist in email distribution as required, and proactively answer the telephone in a prompt and timely manner, Assist in other support processes as needed and other administrative duties as assigned. Also configure clients system and setup for training and go-live day, Schedule and set-up workflow for providers and staff. Certified Ecw EMR/PM Trainer also certified Meaningful Use Trainer. Train Providers and staff on Ecw Patient Portal.*

**Implementation Training Specialist/ Chart Application**

*E-MDs-Amts Solutions, Austin Texas, August 2008-October 2010*

*Trained Providers, Nurses, and Medical Assistants on e-MDs Electronic Medical Records (EMR) in house and onsite in a classroom setting to document patient progress notes and help provider and staff with daily workflow, traveled to clinics and some small hospitals throughout the United States. Worked remote from home when not traveling or working in Headquarters in Austin Also trained all clients on MS word application and how to use mail mergers. Exhibit and maintain a professional demeanor both in-house and on site. Recognize appropriate chain of command; communicate clearly and effectively by using both verbal and non-verbal skills. Serve as a key product knowledge base expert to clients. Manage client communication (act as liaison between sales and clients) within required timeframes. Schedule and conduct training for new clients as required online through web ex sessions. Serve as client liaison for special projects as needed, Assist in email distribution as required, and proactively answer the telephone in a prompt and timely manner, Assist in other support processes as needed and other administrative duties as assigned.*

Clinical Trainer Support Staff /Nursing Applications

*CPSI*- *Computer Program Systems, Mobile Alabama, October 2004- January 2007*

*Trained RN/LPN's, CNA’s, Unit Secretaries, Physical, Occupational, Speech and Respiratory Therapist on CPSI software to document patient assessments in a classroom setting Traveled to hospitals, Surgical centers, and Hospitals Long term care facilities, Hospitals in patients and out patients clinics throughout the United States to support CPSI Nursing Application. Exhibit and maintain a professional demeanor both in-house and on site. Recognize appropriate chain of command; communicate clearly and effectively by using both verbal and non-verbal skills. Perform designated functions as Primary and Co-Primary AS outlined in the NASA application- specific installation pathway. Provide after-hour emergency support as per policy and procedure. Consistently meet target dates as assigned by NAS Manager. Acts as a resource to support staff, fellow employees and new trainees independently performs demo hardware transportation, set-up, and operations independently writes and test work request for system errors. Assists in conducting Monthly departmental educational in-services Work all Microsoft programs, word, excel and power point. When not traveling, worked on AS400 system provided customer support of department application Also served as 24-HR on call emergency support staff for CPSI clients*

**Customer Service Supervisor**   
*Comcast Cable**Mobile, Alabama*, *February 1998 - August 2003*

*Supervised a staff of 15 team members within an inbound call center, as a member of the Supervisory Team, developed and maintain performance standards for entire department. Screen and interview new candidates for call center positions. Coach and counsel team members on quality assurance gave team members monthly and yearly reviews. Increase productivity and improve service levels. Resolved complex customer inquiries interacted with various departments to investigate and eliminate problem issues. Also rotate opening and closing the cable store being responsible for 4 tellers handling large sums of cash, handling vault deposits, posting payments and credit card batches and voids. Worked all Microsoft applications, word excel, and power point*

**Education**

*University of Phoenix-Online*

*Phoenix, Arizona*

*Anticipated Graduation February, 2012*

*Bachelor’s of Science Information Systems*

*University of Phoenix-Online  
Phoenix, Arizona*

*June, 2009*

*Associates of Arts Healthcare Administration*