# Benjamin Stein

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## Professional Summary

Seasoned Clinical Informatics Specialist with a proven track record of over a decade in managing EHR systems, providing comprehensive training, and ensuring HIPAA compliance. Skilled in analyzing and optimizing clinical workflows, leading system implementations, and interpreting reports to drive operational efficiency. Experienced in working with industry-leading platforms including Epic, Cerner, and Meditech.

## Work Experience

### Clinical Informatics Specialist

**Homer G. Phillips Memorial Hospital**  
St. Louis, MO  
March 2023 - Present

* Spearheaded the implementation, maintenance, and training of the web-based EHR system (Thrive) and enterprise web browser (Island) at the hospital.
* Managed administrative roles within Panorama 9, Verkada, SiPass, Zendesk, IT Glue, and Chartnote, ensuring seamless operations.
* Conducted on/off-boarding of office and clinical users, configured securities, and communicated with third-party vendors for system troubleshooting.
* Generated and modified reports using the TruBridge Report Builder, contributing to data-driven decision-making processes.

### Clinical Analyst II

**Shriners Hospital for Children**  
St. Louis, MO  
March 2018 - March 2023

* Led the implementation of new functionalities within the Cerner suite, providing training and access to newly onboarded clinical staff.
* Designed and interpreted reports in SAP Business Objects to enhance operational insights.
* Tracked ticket issues using Service Now, ensuring prompt resolution of clinical system challenges.
* Maintained an active maintenance schedule for all PCs in the hospital and managed user sessions with Citrix Desktop Director.

### Clinical Analyst I

**Advanced ICU Care**  
St. Louis, MO  
April 2012 - February 2015

* Provided 24x7 IT support to clinical staff, resolving hardware, OS, and application issues efficiently.
* Monitored and maintained health information integration engines like Corepoint and Rapsody/Orion, ensuring data accuracy and system reliability.
* Configured virtual A/V servers such as Vidyo, STI, and Axis, enabling seamless communication within the healthcare environment.

## Skills

### Technical Skills

* EHR Systems (Thrive, Epic, Cerner, Meditech)
* HL7 Messaging
* Data Analysis and Reporting
* System Implementation and Maintenance
* IT Troubleshooting and Support

### Soft Skills

* Training and Development
* Problem-Solving
* Communication
* Team Collaboration
* Time Management

## Education

**Ranken Technical College**  
Network & Database Administration  
2010 - 2012

**St. Louis Community College**  
Graphic Communications  
2002 - 2005

## Certifications

* M.C.T.S - Windows XP
* M.C.T.S - VISTA
* M.C.T.S - Server 08 R2
* M.C.T.S - Active Directory
* M.C.T.S - SQL
* CompTIA - A+
* Dell Certified Systems Expert
* Sony-certified - Laptop Repair
* HIPAA Certified

References available upon request.