# Benjamin Stein

+1 (314)-809-1836 | benjaminsteinstl@gmail.com | St. Louis, MO

## Professional Summary

Dedicated Clinical Informatics Specialist with over 10 years of experience in managing healthcare information systems, implementing EHR solutions, and providing IT support in clinical settings. Skilled in analyzing EMR data, training clinical staff on system functionalities, and ensuring HIPAA compliance. Proficient in Cerner, Epic, and Meditech with a strong understanding of HL7 standards. Adept at developing training materials, interpreting reports, and maintaining PC infrastructure to optimize clinical workflows.

## Work Experience

**Clinical Informatics Specialist**  
Homer G. Phillips Memorial Hospital, St. Louis, MO  
*(Mar 2023 - Present)*

* Solely responsible for managing all systems and technologies at the hospital, overseeing implementation, maintenance, and training of web-based EHR system (Thrive) and enterprise web browser (Island)
* Administered Google Enterprise, Panorama 9, Verkada, SiPass, Zendesk, IT Glue, Chartnote, ensuring seamless operation of IT infrastructure
* Conducted onboarding/offboarding procedures for office and clinical users, configured user permissions, and liaised with third-party vendors for system troubleshooting
* Generated and modified reports using TruBridge Report Builder to support data-driven decision-making

**Clinical Analyst II**  
Shriners Hospital for Children, St. Louis, MO  
*(Mar 2018 - Mar 2023)*

* Led the implementation of new functionalities within the Cerner suite, providing training and access to newly onboarded clinical staff
* Designed and interpreted reports using SAP Business Objects and Discern Analytics to enhance operational efficiency
* Tracked and resolved ticket issues using ServiceNow, ensuring timely resolution of IT-related concerns
* Managed user sessions with Citrix Desktop Director, maintaining a smooth user experience for clinical staff

**Clinical Analyst I**  
Advanced ICU Care, St. Louis, MO  
*(Apr 2012 - Feb 2015)*

* Provided 24x7 IT support for clinical staff, troubleshooting hardware, OS, and application issues related to health information systems such as Epic, Meditech, and Mindray
* Monitored and maintained health information integration engines like Corepoint and Rapsody/Orion, managing HL7 messages effectively
* Conducted remote support for clinical staff in NY and India, configured virtual A/V servers, and ensured seamless eCare integration

## Skills

### Technical Skills:

* EHR Implementation
* EMR Analysis
* Clinical Informatics
* HL7 Standards
* Cerner & Epic Systems
* Meditech Administration
* SAP Business Objects
* ServiceNow Ticketing
* IT Infrastructure Management

### Soft Skills:

* Training & Development
* Problem-Solving
* Communication
* Team Collaboration
* Project Management
* HIPAA Compliance
* Data Interpretation

## 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.

This professionally crafted resume showcases your extensive experience and expertise as a Clinical Informatics Specialist, optimizing it for both Applicant Tracking Systems and hiring managers in the healthcare industry.