Responsible for cross-functional collaboration involving the design, development, and implementation of computer information systems that allow healthcare organization to provide high quality care in the most effective way. I manage various aspects of health data and information through the application of computer technologies. Provide data analysis to support workflow changes to improve operational efficiencies, quality improvement, research and performance improvement.

Professional Experience

1. Direct support of clinical applications Nuance Transcription system and Dragon Dictating system, FormFast forms creation, Streamlined Health Document Imaging Platform and end user support for Epic Application.
2. Troubleshooting and resolving clinical staff application issues.
3. Maintain Server and interface (HL7) support of these application.
4. Monitoring the effectiveness of applications and related information technologies in meeting user requirements.
5. Trouble shoot hardware issues with scanners and printers.
6. Assist clients in testing/validating the setup of the software and hardware.
7. Modification of applications as needed to meet user requirements.
8. Definition and development of reports, performing application upgrades, resolution of problems and issues associated with installed applications and related information technologies.
9. Diagnosis of failures encountered in application software and related technologies.
10. Quality control of all application implementations/enhancements prior to release to customers .
11. Maintaining an awareness of vendor and industry developments/plans in area(s) of responsibility.
12. High degree of analytical ability and specialized knowledge of the basic principles and practices related to health care delivery systems.
13. Self-motivated individual who can work with minimal direction.

Other skills

* Trainer for the Electronic Health Record.
* Provide support to Practitioners for documenting in the Electronic Health Record.
* HIPAA Compliance.
* Educate staff on Compliance requirement
* Maintain established departmental policies, procedures, objective and quality assurance programs, safety, environmental and infection control Standards.
* Train staff on Document Imaging platform
* Conduct in- service workshop
* Daily contact with all levels of hospital staff to insure establishes goals and compliance.

Education

**university of north texas – Denton, Texas  
– BAAS in Applied Technology and Performance Improvement. 2012**

Wilmer –Hutchins High School – Dallas, Texas  
High School Diploma, 1989

**Skills Summary**

|  |  |
| --- | --- |
| * **Application and hardware support.** * **Epic, Cerna ,FormFast, Streamline health, Transcription system support.** * **Knowledge of Electronic Health Record (Epic and Cerna)** * **Data Abstracting and Reporting** | * **Knowledge of applicable Joint Commission Standards, State and Federal Regulations** * **Excellent communication skills** * **Knowledge of the Medical Record Practice policies and procedures** * **Systems enduser training for providers and staff.** |