**Rodeanson Pierre**

**917-719-5964**

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**Brooklyn, NY**

**Objective:** To provide excellent technical service as an EMR Solutions Architect where I can utilize my experience in data analytics, reporting and Healthcare IT to support the delivery standard of quality patient care.

**SUMMARY**

* Provide Ambulatory Application build solutions such as building user profiles, message center, referral management, pools and orders build.
* Create New Facility Build for new clinics and Map external reference lab order/ alias such as Bio-Reference, Quest and Lab corp to the Ambulatory clinic.
* Contributed to the design, build and testing of various EMR applications including Epic and Cerner.
* Conducted Technical dress rehearsals for new technologies introduced to the health systems.
* Provide virtual and in person physician, nursing and clinician training, both pre/post implementational support for Hospital and Clinics in various EHR/EMR software.
* Responding to help desk tickets to resolve incidents and/or create change management tickets
* Collaborated with clinical and administrative stakeholders to identify data reporting requirements and design reports that meet their needs.
* Generated operational reports to support hospital performance and analytics,
* Conducted data abstractions, data migrations and validations; data transfers between various EMR systems.
* Developed and maintained data quality checks and audits to ensure the integrity of the data in the data library.
* Knowledge of healthcare data standards such as HL7 and FHIR.
* Provide Security build and support, Crystal Report/ Workbench Report writing and analysis and Build in Smart Text and Smart lists for Epic Inpatient Orders to the top of clinical license practice.
* Act as the serving liaison by troubleshooting and communicating critical information between technical and clinical teams as well as providing detailed reports to leadership detailing the solutions.
* Create Analytical and Operational report templates.
* Created the curriculum and training manuals for various applications.
* Conducted classroom training and personalization labs for physicians and supporting clinical staff on the use of Dragon, EMR workflow functionality and reporting tools.
* Develop strategies, policies or procedures for introducing, evaluating or modifying information technology applied to clinical practice, administration, education, and research.
* Served as Team Lead Supervisor to ensure quality clinical support from our consultants and ease of tension by clinical staff through informed counsel.
* Implement and evaluate EHR/EMR information technology applications, processes and structure to assist Physicians and Medical staff with data management.
* Organized and participate in conferences and daily update meetings to exchange information for informatics developments.
* Provide national EMR help desk support and remote technical analysis for post operations and modifications.
* Develop or implement policies or practices to ensure the privacy, confidentiality, or security of patient information in compliance with HIPAA.
* Triage Epic related incident issues to resolve on behalf of the Enterprise Service Desk.
* Use the Remedy/ Service Now ITIL ticketing systems to document and process technical issues.
* Managed users access by Unlocking Active Directory accounts and Epic accounts (SER EMP and other role and security class clearance.
* Create and/or edit technical content for Knowledge base.
* Performed systems maintenance in the ARS and Xendirector.
* Provided support in the conversion process of various applications including, Vergence, Imprivata, Sentillion, and Citrix failures, and GE Centricity Logician.

**EDUCATION:**

* Baruch College, B.B.A. International Business and Logistics, 2005

**CERTIFICATIONS:**

* Cerner Millennium: Building and Maintaining Powerchart Ambulatory
* Cerner Millennium: Building and Maintaining Powerforms
* Cerner Millennium: Building and Maintaining PowerOrders,
* Cerner Millennium: Fundamentals
* In pursuit of Epic certification: Have Orders build and Data Courier experience
* **Credentialed:** Epic EpicCare Ambulatory & Cadence (Trainer)

**Professional Experience**

**Oracle Corporation, Valhalla, NY.**

**Systems Analyst July 2023- Aug 2024**

* Provide Ambulatory Application build solutions such as building user profiles, message center, referral management, pools and orders build.
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* Contributed to the design, build and testing of various EMR applications including Epic and Cerner.
* Conducted Technical dress rehearsals for new technologies introduced to the health systems.
* Provide virtual and in person physician, nursing and clinician training, both pre/post implementation

**NYC Health & Hospitals, New York, NY**

**Epic Analyst August 30, 2021-April 30, 2022**

* Expertise in analyzing and optimizing clinical and administrative workflows to ensure efficient use of the Epic EHR system
* Claims Processing: Understanding the workflow of how claims are processed, including submission, adjudication, and payment.
* Revenue Cycle Management: Familiarity with the revenue cycle, including billing, coding, and collections, to ensure accurate and timely reimbursement.
* Compliance and Regulations: Knowledge of healthcare regulations such as HIPAA, CMS guidelines, and payer-specific policies.
* Conducted classroom training and personalization labs for physicians and supporting clinical staff on the use of Dragon, EMR workflow functionality and reporting tools.
* Develop strategies, policies or procedures for introducing, evaluating or modifying information technology applied to clinical practice, administration, education, and research.
* Served as Team Lead Supervisor to ensure quality clinical support from our consultants and ease of tension by clinical staff through informed counsel.
* Implement and evaluate EHR/EMR information technology applications, processes and structure to assist Physicians and Medical staff with data management

**North Georgia Health System, Gainesville, GA**

**Epic Analyst**

**January 1, 2016– September 30, 2017**

* Collaborate with project managers, IT teams, and departmental leaders to coordinate EPIC implementation activities.
* Experience in identifying inefficiencies in payer operations and implementing process improvements to enhance efficiency and reduce costs.
* Familiarity with the architecture and functionality of EHR systems, and how they integrate with other healthcare IT solutions.
* Implemented, maintained, and supported workqueue projects, enhancing system functionality and user experience.
* Knowledge of healthcare data standards such as HL7 and FHIR.
* Provide Security build and support, Crystal Report/ Workbench Report writing and analysis and Build in Smart Text and Smart lists for Epic Inpatient Orders to the top of clinical license practice.
* Act as the serving liaison by troubleshooting and communicating critical information between technical and clinical teams as well as providing detailed reports to leadership detailing the solutions.

**Catholic Health Initiative, Omaha, NE**

**Clinical Service Desk Analyst/ Abstractor (Cerner/ Epic)**

**August 9, 2014– September 23, 2015**

* Provided technical support at the command center for the different Epic Applications.
* Conducted data abstractions, data migrations and/or data transfers between Cerner and Epic EMR systems.
* Provided support to end users experiencing technical issues such as prescription
* clarification issues, provider and log in issues and other problems that they may experience.
* Used Hyperspace and Chronicles to make the necessary modification to users records.
* Provided support and worked with the App teams for the following EPIC applications: EpiCare, Ambulatory, ASAP, Beacon, Clin Doc, Cardiant/Radiant, Legacy, MyChart, Scheduling and Registration(ADT, Cadence, Prelude, Resolute), Optesia, Orders, Hospital and Professional Billing, Security, Stork, and Willow.
* Provided extra support as a telephone operator at the command center.

**Yale New Haven Health, Greenwich, Stratford CT**

**Epic Analyst**

**March 20, 2012 – June 14, 2012**

* Vendor Management and management of payer relations
* Expertise in analyzing and optimizing clinical and administrative workflows to ensure efficient use of the Epic EHR system
* Serve as a point of contact for user inquiries and support during and after EPIC implementation.
* Integrated data from multiple sources, such as electronic health records (EHRs), claims data, and operational.
* Develop training materials and conduct training sessions for end-users to ensure they understand
* Development, documentation, and enforcement of policies and procedures
* Collaboration with Contract management, to optimize payer/provider contracts

**Moses Cone Health Group, Greensboro, NC**

**Analyst/EPIC Security/Phone Screener**

**January 9, 2012 – March 16, 2012**

* Maintained the SER and EMP files for the different hospitals and clinical facilities.
* Provided technical assistance to users experiencing security issues such as log ins, security class and/or points clearance and other problems that they may experience.
* Provided extra support as a telephone operator at the command center.
* Followed up with users to ensure that their issue has been resolved.
* Report writing giving details of the technical encounter and resolutions that were provided to resolve the issue.
* Assist with software implementation at various healthcare institutions
* Assist with Go-Live support: Assist end-users in eMAR, CPOE and Clinical documentation using various EHR applications on inpatient units, emergency departments, psychiatry and out-patient clinics
* Applications: MEDITECH, CERNER, MYSIS, ECLIPSYS (SCM 5.0 5.5)

**TECHNICAL SKILLS**

**Cerner:** (Millenium, CPOE, PowerChart, PowerPlan, (Favorites Folder Compiling and assigning), PowerForm, PowerNotes, CareNet Ambulatory, FirstNet, SURGiNet Admit-Orders-eMAR, Interactive Views and I&O Flowsheets) Dynamic Documentation, Care Compass and iAware

**Epic:** Credentials: EpicCare Ambulatory, Cadence

Currently being certified in: EpicCare Inpatient Orders

Build Smart texts and Smart Lists. Analyze and Interpreting Clarity and Crystal Reports. Provide support for Care Everywhere.

Proficiency: EpicCare ASAP, Ambulatory, Anesthesia, Beacon, Beaker, InPatient, CPOE, ClinDoc, ADT, Inpatient, Kaleidoscope, Cadence, Epic MyChart, Prelude, Resolute, Radiant, OPTime, Phoenix, Willow, Wisdom, Security Build, Smart Sets, Preference Lists

**Allscripts:** Physician Practice Management, Touchworks, v11, v11.2, v11.4,

**Active Directory, Active Role Server, Bomgar, Quest Change Auditor, Dentrix, Duo Mobile, Dragon Voice Recognition Software, Eclipsys:** Sunrise Clinical Manager 5.0, 5.5**, Identity and Access Management, Sailpoint, Identity IQ, Remedy,**

**Remedy, Service Now, Xendirector, McKesson** (eMAR, Script Logic, Smart Term Office, Careware Nursing Scheduling) 2**, Microsoft Office/Teams, PointCareClick, VMWare, Azure**

**Siemen Soarian:** Clinical, CPOE, Plan of Care Module, Electronic Document Management MAK,

Financial

**GE Centricity** Logician, **Meditech:** CPOE (v 5.64, 5.65 5.66, 6.0), **Crystal Report Writing**

**Logmein, Webex**