Work Experience (related)

Software Analyst (EHR Administrator)
Beach House Center for Recovery - Juno Beach, FL
September 2019 to Present (**please do not contact**)

- Analyze, customize, and tailor software to fit the needs of the client (BHC)
- Act as primary liaison between client and software company when troubleshooting errors within the software
- Create department specific workflows and trained all new hires that interacted with the software
- Create custom ad-hoc reports for C-level executives using Excel, Python, and Microsoft Power BI
- Work with department heads to develop custom automated reports based on the needs of the department
- Create and design the companies BI reports and the automation (Power Automate) used to drive the raw data collection, refreshing, and distribution of all BI Reports.
- Responsible for new feature implementation and user training.
- End User Support via a Helpdesk

Cloud Based Software Managed
- Kipu Health • Collaborate MD • Vista Research
- Salesforce (minor interactions for reporting)

Skills Acquired
- Excel
- Power BI
- Data Analysis
- Python
- SQL
- Workflow Dev
- Power Automate
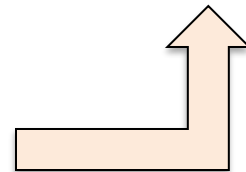
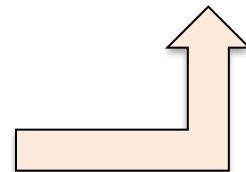## Work Experience (unrelated)

Operations Manager
Bethesda Behavioral Health - Boynton Beach, FL
March 2019 to September 2019

- Work closely alongside of CEO to implement and observe compliance with all company policies and procedures.
- Development of Policies and Procedures through data collection and quarterly meetings on Infection Control and Environment of Care.
- Manage the companies DCF and Certificate of Use/Business Tax license renewal
- Primary contact point for Joint Commission Audit and handled subsequent correct action submissions.
- Gained hands on experience in most Joint Commission standards for MM, CTS, EOC, and IC.
- Administered and initialized all users accounts in Office 365.
- Administered and built forms in companies EHR

Skills Acquired
- Staff/Office Management
- JC Standards
- Office 365
- Bluebooks EHR
- DCF Renewal
- Policies and Procedure Creation

Projects

Reports Generated from Issues

- EHR was not built to track multiple insurance company requirements. Excel sheet was developed to manage and track appointment completions. Power Bi was leveraged to feed information from the EHR to the user responsible for tracking the completion and scheduling future visits.
- EHR could not randomly schedule patients without having patients scheduled two weeks with the same day. Report was written using Power Bi to schedule patients at random.
- Due to multiple departments being involved in the scheduling and transportation of patients being vaccinated. A system using google forms and Power BI was developed to handle both the records of the appointments and the alerts to notify departments of the upcoming appointments.
- Please ask me for addition information on these projects if you would like to know more!

Python Projects

- Developed multiple analysis scripts to handle the data prep steps of larger reports using Pandas and Numpy libraries.
- Currently in the process of creating a custom data analytics web site to be hosted on a local network. This site will host a repository of pdf reports generated by Power Bi. It is also being designed to allows users that do not have experience with excel run custom scripts on an excel sheet and return the relevant data based on the what the script is meant to accomplish.

Education

High School Diploma
East Catholic High School - Manchester, CT

Skills Relevant to Application:

- Experienced with EHR Systems: Kipu, Best notes, Zenchart systems, Collaborate MD, Vista, Credible, Salesforce
- Extremely Proficient in: Excel (3 years), Power BI (1 year)
- Used and experience with: Microsoft Word; Spiceworks Help Desk (2 years), Office 365 email

Continuing growth and excellence of work ethics through reliability and continued education to increase dependability.

Thank you for your consideration!