STAFF SOFTWARE ENGINEER
Profile
Self-motivated Healthcare Information Technology professional with extensive experience with Siemens' INVISION Clinical, Patient Management and Patient Accounting applications. Seeking opportunity to take advantage of technical skills as well as knowledge of Hospital Information Systems. Familiar with Siemens' OPENLink, Document Imaging, HDX, Decision Support and Express Query. Excellent oral and written communication skills with record of establishing and maintaining strong internal and external relationships. Recognized as a customer-focused technical leader and team player. Demonstrated ability to serve as department representative. Proven ability to multi-task and lead development/test teams of small to large projects.

Core Qualifications

- Functional and Detailed Analysis/Design * Requirements Validation
- Software Change Control * Test Procedure/Technical Writing and Documentation
- Business Recovery Planning and Testing * Software Development Life Cycle (SDLC)
- Siemens' OAS, OAS/Gold, OLIE, VSDM, TIF/RTIF * Siemens Adhoc Wizard and Reporting Sub-system
- Healthcare Revenue Cycle Management in acute setting
- Mainframe, client-server and web-based testing and Quality Assurance (QA) Management Client-Server/Web-Based: HTML, JavaScript, CSS, Visual Basic 6.0, VB .Net, XML, UNIX, Oracle, SQL Server, SNA/RJE, SYBASE ASE, OAS/Gold
- Mainframe: COBOL, Assembler, JCL, SQL, OAS, TSO, ISPF, TPX, CICS, DB2, VSAM, VTAM, Syncsort, Xpediter, File-Aid, Endevor, Zeke Job Scheduler
- Software/Tools: Microsoft Office Suite (Access, Excel, Outlook, Publisher, PowerPoint, Word), MS Project, MS Visio, Windows NT/XP/Vista/7, Lotus Notes, Primavera, Caliber RM, Rational ClearCase, Rational ClearQuest, PeopleSoft Time Entry & Expenses, KRONOS Time & Attendance

Professional Experience
08/2001 to 09/2008
STAFF SOFTWARE ENGINEER

- Analyzed, designed, coded, maintained, enhanced, documented, tested, implemented and provided on-call support of Siemens' INVISION Patient Accounting application and Contract Management, Denial Management, Receivables Policy Manager (RPM) and Receivables Management Workstation (RMW) add-ons.
- Coordinated and led formal testing of all Siemens' INVISION Patient Accounting application releases.
- Actively contributed to application design and customer requirement validation sessions.
- Estimated work effort of modules under development.
- Conducted and participated in detailed design and code reviews.
- Initiated and implemented process improvements and active in release 'Lessons Learned' sessions.
- Served as department stakeholder for INVISION Clinical and Patient Management projects.
- Provided technical assistance to Patient Accounting Product Analysts and external application groups.
- Key Achievements: Fulfilled dual-role of INVISION Patient Accounting Software Engineer and Test Manager from 2002 to 2008.
- Led QA teams of 10 to 20 people to ensure resolution and validation of 100% of medium, high and critical level defects prior to release general availability (GA).
- Primary driver in internal process audit of department's testing activities (for ISO 9001 Certification) resulting in zero non-conformances or recommendations.
- Designed, coded and unit tested Doctor Master Update function for National Provider ID (NPI) federal regulation resulting in zero defects during the release Integration, System and Beta test phases.
- Development contact for Siemens' Online Interface Express (OLIE).
- Presented OLIE education at Innovations 2008 resulting in 100% positive feedback.
- Generated close to $10,000 in department revenue by creating an OLIE script to update OAS profile PRDOC, assisting customers with complying with the NPI federal regulation.
- Led department's impact analysis effort for company-wide project to allow new values for the sex and marital status database components.
- Served as department's On-call Team Leader, Standards Administrator and ClearQuest Representative.

11/1994 to 09/2008
General Electric i¼ Pittsburgh , PA
11/1994 to 07/2001
SENIOR PROGRAMMER/ANALYST Custom Applications Bickford Senior Living

- Provided analysis, design, coding, maintenance, testing, documentation, implementation, on-call and 2nd/3rd Level support of customizations to Siemens' INVISION Clinical, Patient Management and Patient Accounting applications.
- Conducted and participated in design and code reviews.
- Packaged, delivered and implemented off-the-shelf customizations on customers' test and production environments.
- Initiated, developed and implemented improvements to department's processes and procedures.
- Consulted with customers to assist with identification and correction of customer errors.
- Provided technical assistance to analysts and junior programmers.
- Trained and mentored new employees.
- Led and performed detailed analysis for department's Y2K project resulting in zero day one impacts.
- Led and performed extensive detailed analysis for the Recirculating Error File (REF) INVISION to UNITY migration project, resulting in

$750,000 in department revenue.

- Completed development/implementation projects resulting in over $300,000 in department revenue in one year.
- Reduced new hire training time 50% by co-developing and implementing a training program.
- Reduced average customer issue resolution time 25% by initiating and leading a Customer Support Process Improvement Team.
- Reorganized and conducted multiple 5-day training classes at customer sites on Siemens' proprietary database management system (VSDM) resulting in 100% positive feedback.
- Department Team Leader on company-wide Business Recovery Team and Y2K Sub-Core Team and department's stakeholder on multiple cross-functional projects and process improvement efforts.
- Department manager's primary "go to" person for technical assistance and department contact/escalation point in absence of manager.
- Promoted four times in four years.

Education
1 1994
Bachelor of Science : Management Information Systems PHILADELPHIA UNIVERSITY ï¼ City , State Management Information Systems
1 1992
Associate of Science : Computer Information Systems PEIRCE COLLEGE ï¼ City , State Computer Information Systems
Skills
VB .Net, Accounting, Accounting Software, application design, Assembler, CICS, ClearCase, Client-Server, COBOL, Contract Management, CSS, Customer Support, database, database management system, Documentation, Endevor, Engineer, File-Aid, Functional, HTML, DB2, ISO 9001, ISPF, JavaScript, JCL, KRONOS, Team Leader, Lotus Notes, Mainframe, Access, Excel, Microsoft Office Suite, Outlook, PowerPoint, MS Project, Publisher, Windows NT, Word, migration, ons, Oracle, PeopleSoft, Primavera, Process Improvement, processes, coding, QA, Quality Assurance, Express, Reporting, requirement, SDLC, script, Siemens, SNA, Software Development, SQL Server, SQL, SYBASE, Syncsort, technical assistance, Technical Writing, TSO, UNIX, Validation, Visio, Vista, Visual Basic 6.0, VSAM, VTAM, XML, Xpediter, Y2K
Additional Information

- AWARDS Siemens 3i Award for PRDOC NPI OLIE Script (2007) Siemens Patient Accounting Indiana Jones Award (2002) Siemens Merit Awards (1997, 1998, 1999, 2000, 2002) Siemens Systems Integration Piranha Award (1999) Various Siemens Spontaneous Recognition and Manager Discretionary Awards