

## QUALIFICATION HIGHLIGHTS

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### PASSIONATE | EFFICIENT | TEAM PLAYER

- Currently enrolled in the 3-year Health Informatics Technology Co-op program
- Assisted in the deployment and testing of EpicCare hospital information system in The Hospital for Sick Children
- Communicated the eCHN referral process to assist hospital staff members and provided solutions to optimize workflow for staff
- Team player who can contribute to the organization's goal in a timely and efficient manner.
- Exceptional analytical, problem solving, and interpersonal skills.
- Proficient in Microsoft Office
- Familiar with C#, JavaScript, SQL, HTML/XML, Unix and Linux OS

## EMPLOYMENT EXPERIENCE

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### **SERVICE DESK ANALYST LEVEL 1- eCHN AND EPIC CARE SUPPORT**, THE HOSPITAL FOR SICK CHILDREN, TORONTO, ONTARIO MAY '19 - JULY '19

- Interpreted pertinent information from incoming eCHN client applications and efficiently processed details into the appropriate eCHN portal using multiple applications/systems
- Utilized strong communication skills to understand each client's needs and provided feasible recommendations with regards to Sick Kids patient referral inquiries
- Quickly adapted and utilized new systems to provide quality support and guidance to clients
- Assisted with the implementation and training of the Epic Care referral system under Sick Kids
- Effectively communicated the referral processes to end users and proposed solutions, often resolving most matters in one discussion

### **EMR TESTER AND SERVICE DESK ANALYST – EPIC SYSTEMS**, THE HOSPITAL FOR SICK CHILDREN, TORONTO, ONTARIO MAY '18 - OCT. '18

- Employed as an EMR tester to help coordinate the implementation of Epic Systems for SickKids' new hospital information system.
- Involved in daily testing of Epic software to ensure that files and documents were transported smoothly and suitably to the desired areas of the hospital.
- Communicated with project managers and IT staff to discuss and resolve all outstanding issues during the implementation process of Epic
- Created detailed documentation for key processes and presented to team members to ensure effective process execution across the team.
- Built strong relationships with team members to ensure transparent/efficient flow of information and encouraged an environment for constant exchange of knowledge.

### **BRAND AMBASSADOR**, SPLASH MODELLING AND MARKETING, TORONTO, ONTARIO JUNE '17 - CURRENT

- Employed as a Brand Ambassador to interact with a multitude of personalities and promote various Playstation products at mall locations across the GTA and at Pearson International Airport.
- Partnered with Camp Oochigeas and York9 FC to promote funding raising for Camp Ooch, an organization committed to raising funds for kids affected by childhood cancer.

## EDUCATION

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### **CENTENNIAL COLLEGE – HEALTH INFORMATICS TECHNOLOGY** SEPT. '19 - CURRENT

Advanced Diploma

Relevant Courses to Date: Structure of HCIS, Programming 1 & 2 (C#), Software Engineering Methodologies, Unix/Linux Operating Systems, Client-Side Web Development (JavaScript), Intro to Database Concepts (SQL)

### **YORK UNIVERSITY – KINESIOLOGY AND HEALTH SCIENCE** SEPT. '14 - SEPT. '19

Specialized Honours in Bachelor of Arts

Relevant Courses to Date: Anatomy, Health Psychology, Physiology, Exercise Physiology, Health Controversies, Determinants of Health

## ACADEMIC PROJECTS

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- Created multiple web pages using JavaScript
- Created music database via Oracle SQL Developer.
- Developed an SRS document for mock software system