Olivia Dorsey

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EDUCATION
University of North Carolina at Chapel Hill
- M.S., Information Science, December 2015

University of North Carolina at Chapel Hill (Overall GPA: 3.462)
- B.S., Information Science, May 2014 (Major GPA: 3.52)
- Minor in African American Studies, May 2014

SKILLS
Design: UX/UI**,** Adobe XD, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Premiere, Adobe AfterEffects
Languages: HTML5, CSS3, LESS/SASS, JavaScript, Ajax, PHP, MySQL
Project Management: Agile Methodology, Trello, SmartSheets, Slack
Business Modeling/Documentation: Microsoft Visio, Microsoft Project, Microsoft Office 2010/2013/2016, Git
Windows: Active Directory, Microsoft Exchange, Office 365
Operating Systems: Linux, Windows XP/Vista/7/8/8.1/10
Data Analytics: PowerBI, SQL, SAS, D3.js

ACCOMPLISHMENTS/CERTIFICATIONS
- Alumna of Racial Equity Institute Training (2018)
- Recipient of Android - Grow With Google Scholarship via Udacity (2018)
- Alumna of the Western North Carolina Diversity Engagement Coalition (2017)

PUBLISHED WORK
- **Carolina Heart Health Initiative:** This project was built out of necessity for making cardiovascular disease information accessible to southern African Americans. The website took the medically-researched Mediterranean Diet and adapted it to the Carolina taste. Carolina Heart Health Initiative provided users with 70+ healthy recipes, various health articles, quizzes, and videos.
- **Franklin Memories:** After receiving a research fellowship, I was able to digitize several hundred historical photographs of families in Franklin, North Carolina. Afterwards, I used Omeka and Wordpress in order to compile the photographs into a cohesive collection so that others could begin to learn about the genealogical history of Franklin, North Carolina.

AWARDS/PRESENTATIONS
- Recipient of the MAHEC Spirit of Martin Luther King Jr. - Emerging Leader Award (2018)
- Presenter for the NC Triangle Chapter of the Afro-American Genealogical Historical Society on "Franklin Memories: Discovering My Family Roots" (2016)
- Recipient of Institute of African American Research (IAAR) Graduate Summer Research Grant (2015)
- 1st place recipient of First Annual SILS Project Fair (2015)
- 3rd place recipient (Nexus motion graphic) for Standalone Media in SND Design Contest (2014)
- Recipient of LITA/OCLC Minority Scholarship in Library and Information Technology (2014)
- Recipient of ALA Spectrum Scholarship (2014)
- Recipient of CNI Paul Evan Peters Fellowship (2014)
- Presenter at the McCain African and Diaspora Undergraduate Research Conference at UNC on **Franklin Memories** (2014)

EXPERIENCE
Data Analyst, University of Texas Southwestern Medical Center (UTSW), Dallas, TX – *June 2018 to present*
The University of Texas Southwestern Medical Center (UTSW) is an academic medical center that specializes in scientific research and provides education and training students and health professionals.

Serves as a data analyst for UTSW's Clinical Sciences department, providing data management, analysis, and visualization expertise to faculty who conduct behavioral research studies.

- Manages the data management, analysis, and visualization of multiple data projects
- Visualizes data in presentations that are clear and visually-pleasing
- Meets with faculty members to identify study goals and data needs
- Presents findings at stakeholder and faculty project meetings

Clinical Informatics & Meaningful Use Analyst, Mountain Area Health Education Center (MAHEC), Asheville, NC – *November 2016 to June 2018*

The Mountain Area Health Education Center (MAHEC) is a large non-profit that provides Family Medicine, Dental, and OB/GYN services to the Western North Carolina population. It also specializes in providing education and training for health professionals and students.

Served as primary informatics support for MAHEC's Biltmore Family Medicine clinic, as well as MAHEC's satellite clinics. Also served as Meaningful Use Analyst for all of MAHEC's 60+ providers.
- Attested for Meaningful Use & MIPS for 60+ providers. Earned $442,000 for the 2017 MU Program Year.
- Earned $548,250 for the 2016 MU Program Year.
- Analyzed data by running reports with SQL queries, verifying the integrity of data, and presenting data reports to providers
- Participated in and helped make decisions in Data Governance and Quality Improvement meetings
- Initiated, managed, and led projects
- Identified gaps in technical workflows, revised workflows, and implemented them to achieve clinical goals
- Assisted providers and clinical staff with AllScripts EHR issues
- Provided EHR support and training to clinical employees
- Supervised and trained IT staff

Web/Database Programmer, Mountain Area Health Education Center (MAHEC), Asheville, NC – *November 2016 to February 2017*

Worked part-time temporarily to fill in for the vacant Web/Database Programmer position at MAHEC. This involved working directly with MAHEC's Director of Marketing and Design and MAHEC's Graphic Designer to ensure that all websites were updated appropriately.
- Maintained and modified organization's Intranet website and public-facing websites
- Built conference websites with ASP.net
- Met with stakeholders to identify user experience issues
- Restructuring the SQL Server database for user input
- Created a holiday video for the 2016 holiday season

Technology Specialist, Mountain Area Health Education Center (MAHEC), Asheville, NC – *January 2016 to November 2016*

Assisted patients, providers, medical students, and health staff with various technological issues on the phone, via email, and in-person.
- Troubleshot issues on health systems, including Eaglesoft, ViewPoint, AllScripts, and the MAHEC patient portal
- Initiated re-imaging processes for client laptops
- Contacted vendors to coordinate hardware purchases and repairs for clients
- Resolved various hardware and software issues on clients' machines
- Assisted clients during occasional on-call shifts
- Supervised and trained IT staff

Communications Specialist, UNC Center of Health Equity Research (CHER), Chapel Hill, NC – *August 2015 to January 2016*

The UNC Center of Health Equity Research provides a space for scholars and community members to collaborate on projects that improve health in underserved communities.

Lead web developer for the Center of Health Equity Research WordPress website. Maintained website, updated content and added new features as needed.
- Redesigned and maintained cher.unc.edu website
- Updated content with WordPress as requested by client
- Maintained social media presence in HootSuite and the CHER newsletter in MailChimp
- Interviewed faculty about research projects
- Resolved website issues and in-office technical issues

Research Assistant, SILS IT Helpdesk, Chapel Hill, NC – *August 2014 to December 2015*
The UNC School of Information and Library Science provides Undergraduate and Graduate programs to prepare students for careers in database and website design and implementation, information analysis, and information retrieval.

Interfaced with students, faculty, and staff to troubleshoot their computer and mobile issues. Configured classroom technology on a daily basis.
- Researched, implemented, and executed a more efficient way of checking out equipment from the helpdesk
- Gathered and analyzed data regarding the traffic and utilization of the IT Helpdesk
- Initiated updates to classroom and lab computers and managed them by using the DeepFreeze console
- Unpacked and set up CPUs and monitors in office and lab locations

Front-End Web Developer/Designer (Freelance), Chapel Hill, NC – *2013 to December 2015*
Freelance web developer and designer for web projects needed by various organizations and individuals. Created the first digital collection to record the history of the Northside community in Chapel Hill.
- Created a digital collection for the Marian Cheek Jackson Center with Omeka
- Created websites for the Corinth Holders High School Marching Band & Daniels-Rogers Family Reunion
- Created interactive data visualizations for several web projects

IT Apprentice, UNC Kenan-Flagler Business School Help Desk, Chapel Hill, NC – *August 2012 to August 2014*
The UNC Kenan-Flagler Business School provides Undergraduate and Graduate programs to prepare students for careers in business.

Assisted students and faculty with various computer and mobile issues. Interacted with and assisted full-time staff on their own various projects.
- Assisted in the development of a configuration program that allowed students to more easily install necessary software programs
- Re-imaged and quarantined loaner laptops for reuse by students
- Trained new IT apprentices how to troubleshoot issues, serve clients, and keep track of inventory

COMMUNITY ENGAGEMENT EXPERIENCE
Volunteer, African American Genealogical Interest Group, Dallas, TX – *October 2018*
Attends meetings on a monthly basis to assist others in doing genealogy research and participate in various projects.
- Helping organize the McGowan Funeral Home records and develop an online database with the Dallas Public Library

Culinary Assistant, HomeStart, Chapel Hill, NC – *June 2015 to December 2015*
Assists another volunteer with picking out ingredients and crafting healthy meals for the residents of the HomeStart Women's Shelter.
- Engages with HomeStart residents to further learn about their needs

Peer Advisor, UNC, Chapel Hill, NC – August 2012 to May 2013
- Provided resources for three freshmen who frequently sought help with adjusting to college life
- Met with mentees on an occasional basis

MEMBERSHIPS
- North Carolina Genealogical Society – *December 2018*