

# Renee Palmer

Computing graduate with over 8 years of customer service experience.  
Excellent capabilities in problem-solving, organization and technical skills.  
Providing teams with user satisfaction and efficiency improvement

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## EXPERIENCE

### **Trillium Health Partners, Mississauga — Clinical Clerical Assistant**

MONTH 20XX - PRESENT

- Liaise with internal departments and external healthcare facilities to book/cancel tests and appointments, ensuring efficient patient coordination
- Maintained a high completion rate in reviewing and processing incoming referrals
- Prioritize and relay messages for staff and patients, effectively locating staff and healthcare professionals as required
- Expertly managed calendars for the psychosocial oncology department
- Member of Clinical Systems and Informatics (CSI) Champion Program
  - Acting as an ambassador of CSI to the THP community
  - Participating in the review of the latest functionality to inform systems design
  - Provide feedback on systems utilization data

### **Trillium Health Partners, Mississauga — Health Screener**

MONTH 20XX - MONTH 20XX

- Greeted, screened, and assisted patients, visitors, and staff coming to the hospital, contributing to a safe and organized environment
- Adhered to necessary policies and procedures related to wearing Personal Protective Equipment (PPE) to ensure safety protocols were followed
- Acted as a vital liaison between patients, visitors, and staff, receiving consistent positive feedback for service

### **Trillium Health Partners, Mississauga — HIS Implementation**

MONTH 20XX - MONTH 20XX

- Provided essential support for the implementation of the Hospital

## SKILLS

Problem-solving, Oral and written communication, Customer service, Technical proficiency, Proactive behaviour and Adaptability, Goal-Oriented

### Technical Skills

**Operating Systems –**  
Windows, MacOS, Linux

**Software –** Ivanti Heat, Office 365, Epic, NoMachine, Figma

## LANGUAGES

C, Java, Python, HTML/CSS, SQL

### Relevant Coursework

- Software Reliability & Testing
- Data Base Systems & Concepts
- Data Structures
- Object Oriented Programming
- Web Design and Development
- User Interface Design

Information System, Epic

- Logged technical support tickets and resolved end users' issues with a high-resolution rate within SLA timeframes, ensuring smooth system integration
- Played a key role in the successful integration of the new system by resolving most end users' issues within 24 hours

## EDUCATION

### **University of Guelph, Guelph, ON — *Bachelor of Computing***

SEPTEMBER 2018 - DECEMBER 2022

## PROJECTS

### **DNA Decoder — *decodes a sequence of DNA from a text file and prints the corresponding amino acids to standard output***

C program, the user inputs a file as a command line argument and the program outputs a file with amino acids

### **C Shell — *implemented a UNIX shell program***

C project implementing functions that mimic command arguments creates a process using fork and file redirection