

# Rikio Campbell

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## WORK EXPERIENCE

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### Epic Systems

Madison, WI

*Project Manager – Continuing Care Revenue Cycle*

October 2018 – July 2020

- Managed 2 multimillion-dollar EHR implementations from groundwork planning to the post-live healthcare production stream
- Strategized with IT and Operational leadership to design agency software for operational needs
- Developed new functionality for the Home Health, Hospice, Long Term Care, Rehab, and Behavioral Health Foundation System applications
- Managed and advised 14 software analysts and 5 end-user trainers for the build, testing, and training of the medical records systems and training environments
- Troubleshooted post-live systems issues for organizations and implemented process improvements in the post-live system
- Worked as the front-facing customer relations liaison between hospital leadership and Epic
- Led multiple weekly meetings for IT and operational leadership while taking down meeting notes for distribution

### Martial Arts Center

Shoreline, WA

*Lead Instructor*

Summers 2015 – 2018

- Managed 12 assistant instructors and worked with them in how to effectively reach their goals
- Strategized methods to improve connections with clients and students of the school

### University of Arizona Residence Life

Tucson, AZ

*Resident Assistant*

August 2016 – May 2017

- Reported weekly on the status of a residence hall of 500 students
- Worked with a team to create education programs with over 100 attendees

## EDUCATION

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### University of Arizona, Eller College of Management

Tucson, AZ

*Bachelor of Science in Business Administration*

Expected May 2018

- **Major:** Management Information Systems GPA: 3.87
- **Honors/Awards:** Dean's List – With Distinction, Wildcat Excellence Award, Datalink Case Competition Winner
- **Relevant Coursework:** Data Structures & Algorithms, ERP Systems & Analysis, Business Data Communications, Database Management Systems, Analytic Methods for Business, Statistic Inference in Management

## SKILLS & CERTIFICATIONS

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**Certifications:** Epic – Home Health Billing, Epic – Hospice Billing, Epic – Grand Central, Epic – Prelude, Epic – Cogito Reporting, Epic – Reporting Implementation

**Skills:** Application Project Management, Product Development, Process Improvement, Workflow Design, Customer Support, Software analysis and troubleshooting, Software training and onboarding SQL, Statistical Analysis, Microsoft Excel