

SHAYLA DEVONISH

Knowledge Areas

APPLICATION SUPPORT

- TROUBLESHOOTING
- CUSTOMER SERVICE
- ISSUE TRACKING
- DOCUMENTATION

SYSTEM DESIGN

- PROCESS MODELING
- DESIGN THINKING
- PROCESS IMPROVEMENT
- REQUIREMENTS GATHERING

KNOWLEDGE MANAGEMENT

- GROUPWARE
- IMPLICIT TO EXPLICIT
- REPOSITORIES

PROJECT MANAGEMENT

- PROJECT PLANNING
- TASK MANAGEMENT
- TASK DELEGATION
- MEETING FACILITATION

Education

- 2018 - 2019** **Certificate in Web Development**
CareerFoundry School, Germany
Five major projects using front-end and back-end web development with HTML, CSS, Javascript, Ruby on Rails
- 2014 - 2015** **Master of Health Informatics**
University of Toronto
Information Systems, Services & Design, Knowledge Management, Analyzing Information Systems, Human Factors and Change Management, Project Management
- 2008 - 2012** **Honours Bachelor of Commerce – Specialization in Accounting**
University of Ottawa
Business Decision Models, Information Systems Tools for Business, Financial Accounting, Managerial Accounting, Cost Accounting, Reasoning and Critical Thinking, Auditing Theory, Business Law, Management Control Systems

Experience

3 years of Systems Analysis & User Support

- 2016 - Present** **Business Systems Analyst**
Children's Hospital of Eastern Ontario

1 year of Digital Product Design

- 2016-2017** **Director of Operations and Product Designer**
TakeMeHome

5 years of Patient Service & Data Management

- 2009 - 2014** **Patient Service Clerk**
Outpatient Psychiatry, The Ottawa Hospital

1 year of Internal Accounting

- 2011-2012** **Accounting Clerk (co-op)**
MD Financial Management, PCL Constructors Canada Inc, Ottawa Community Housing Corp.

Recent Responsibilities @ CHEO

Audiocare Automated Confirming Application

Owner – Managing the Audiocare system operationally, responding to system issues and adjusting build as needed, completing process analysis and system build for new additions to the system and coordinating changes with the Audiocare vendor

User Security Lead – The point person for any security-related issues that require coordination between multiple applications, setting the agenda and leading the bi-weekly security working group, synthesizing the discussion into actionable next steps, and improving the processes for Epic security provision to Epic users

User trainer – Developing and walking through instructional slide decks, answering user questions, and providing at-the-elbow support

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Volunteering

- 2017 - Present **Youth Leader**
Fusion Youth
- 2015 **DementiaHack 2015 Hacker**
Winner and co-creator of TakeMeHome
- 2015 **Canada2020 Health Conference**
Presenter
On behalf of Facebook Canada

I always aim to work as part of a team of inspiring, collaborative and supportive individuals; a team that uses data, strategy and hard-earned wisdom to support its decision-making and direction setting.

Skills

TECHNOLOGIES

- HTML, CSS
- JAVASCRIPT
- RUBY ON RAILS
- ADOBE ILLUSTRATOR
- VECTOR SERVICE DESK
- MICROSOFT EXCEL

CERTIFICATIONS

- WEB DEVELOPMENT CERTIFICATE
- FUNDAMENTALS OF DIGITAL MARKETING CERTIFICATE
- EPIC GRAND CENTRAL & PRELUDE ADM CERTIFICATE
- FRENCH IMMERSION CERTIFICATE

PERSONAL STRENGTHS

- STARTING WITH WHY
- COMMUNITY BUILDING
- TEAMWORK
- IDEATION
- PROBLEM SOLVING
- SELF STARTER

Contact Information

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