

SHELLEY BEHEN

Senior Clinical Applications Specialist

CONTACT INFORMATION

PH: 0433 148 661

E: shelleysbehen@gmail.com

Address: 24 McIntyre Street

Hendra QLD 4011

LinkedIn: [Shelley Behen](#)

GitHub: [Shelley Behen](#)

TECHNICAL SKILLS

- SQL
- HL7 Messaging
- HTML/CSS
- JavaScript, ReactJS
- Python
- Django & DRF
- Git
- Heroku

SOFTWARE

- ieMR
- CHARM
- iPharmacy
- eLMS
- ScripTraker
- Jira
- Axosoft
- Microsoft Office and SQL Server
- HBCIS
- iPM
- WebPAS
- SimDay
- Health Director
- Medical Director
- Insomnia
- VS Code
- Fred dispense

CAREER SUMMARY

- 25 years experience in Pharmacy specialising in Oncology
- Extensive, practical experience in the implementation and application of CHARM oncology software functionality within the clinical setting
- 12 years experience conducting small and large group training to doctors, nurses and clerical staff in CHARM oncology software, Electronic Medication Administration, ePrescribing, Clinical governance, Clinical Trials, GMP and GDP
- Experienced in conducting internal quality audits and systems safety analysis through regression, integration and smoke testing of product releases and changes
- Skilled in creating technical and product documentation such as product specifications, functional design documents, enhancement requests, design overviews and release notes

ACADEMIC BACKGROUND

University of New England
Advanced Diploma of Science, 2018

AXELOS
ITIL 4 Foundation Certification, 2020

International Software Testers Qualification Board
ISTQB Certified Tester Foundation Level, 2020

Certificate IV in Hospital/Health Services Pharmacy
SWC Contracting, 2018

SHELLEY BEHEN

Senior Clinical Applications Specialist

CAREER HIGHLIGHTS

- Clinical Project Lead on the implementation of HL7 External Ordering Interfaces for ICON Cancer Care and Queensland Health
- Clinical Project Lead on the implementation of HL7 Health Director Interface for Slade Pharmacies
- Participant in the She Codes Plus program
- Provided project support for the delivery of new implementations of CHARM across multiple sites including Bendigo Health, Bass Coast Health and Far North Day Hospital
- Coordinated and facilitated the CHARM User Group conference for over 70 clients
- Current CHARM account manager for ICON Cancer Care, Queensland Health, Baxter Healthcare and Cabrini Private Hospital

EXPERIENCE

Senior Clinical Applications Specialist Citadel Health, 2018 - Present

- Timely and appropriate customer service to all users of CHARM software
- The provision of expert clinical input to Help Desk Incidents
- Managing second level clinical problem determination and resolution, researching, and recommending trouble shooting workflows for clients, administration tasks and providing advice and support to sites in accordance with the service level agreements
- Providing clinical advice to the clinical and technical services teams
- Input into support team functions and advising on prioritization and reporting on all tasks through to resolution and ensuring CHARM performance exceeds customer expectations
- Ensuring that clients receive quality, customer focused, support services to enable them to use the software and system to their full capacity, reducing the need for follow-up support enquiries.
- Assist in the development and implementation of training packages
- Manage testing of new products for clinical functionality and identification of bugs

SHELLEY BEHEN

Senior Clinical Applications Specialist

REFERENCES

Jennifer Nancarrow
Queensland Health
Statewide System Manager Charm
PH: 0418 185 575
E: Jennifer.Nancarrow@health.qld.gov.au

Daniel Dawson
Library For All
Head Engineer
PH: 0477 120 052
E: daniel.jon.dawson@gmail.com

Michelle Rantucci
ICON Cancer Care
Clinical Pharmacy Lead
PH: 0436 809 007
E: michelle.rantucci@icon.team

EXPERIENCE

Advance Scope Pharmacy Technician/Associate Team Leader Cancer Care

Queensland Health, 2015 - 2018

- Co-ordinate operational management of the Pharmacy Support Staff located in the Cancer Care satellite
- Provide support, mentoring, training and supervision to less experienced Pharmacy Assistants/Technicians
- Dispensing of inpatient, discharge and outpatient prescriptions using iPharmacy, HBCIS, ieMR and CHARM

Senior Oncology Technician

Fresenius Kabi/HPS Pharmacies, 2012 to 2015

- Provide support, mentoring, training and supervision to less experienced Pharmacy Assistants/Technicians
- Data entry, dispensing prescriptions and lodging of PBS claim
- Creating prescriptions using Medical Director
- Compounding and reconciling chemotherapy and clinical trials
- Process Validations, Microbiological testing and reading of plates

Training Coordinator

Baxter Healthcare, 2006 to 2012

- Organising and presenting group and individual training
- Conducting competency assessments for initial, probation and annual performance reviews
- Conducting pharmacy specific GMP training, including manual updates
- Identifying training gaps or areas requiring additional training
- Responsible for the performance and quality of site training teams
- Reviewing and updating training material as required