



Redacted | Redacted | Redacted, CA Redacted

PROFESSIONAL SUMMARY

Highly skilled and experienced Senior Cerner Application Developer with a proven track record of resolving complex interrelated departmental applications and reporting issues. Offering analytical expertise to define business requirements, develop solutions, and provide leadership in system installations. Committed to optimizing system performance, data integrity, and architecture while delivering exceptional customer service and fostering collaboration with stakeholders.

ACCOMPLISHMENTS

Projects/Implementations: Google Workspace, Cerner EMR, Nuance Dragon Natural Language Processing , Telemedicine, Pulmonary Function Test physician order and results interface, physician order and results interface

SKILLS

- Deep understanding of healthcare economics and health plan functions
- Excellent technical analytical skills, proficient in pulling and analyzing large datasets
- Strategic thinking, capable of anticipating connections between teams and strategies
- Strong communication skills, able to convey complex analyses to senior leadership
- Negotiation and business planning expertise
- Proficient in data extraction and manipulation language
- Skilled in data visualization tools
- Knowledge of statistical programming languages
- Experience with relational database management
- Project management proficiency
- Vendor management capabilities

WORK HISTORY

Senior Clinical Support Specialist | Redacted Health - Redacted Healthcare - Redacted CA 08/20 Redacted

- Provided leadership and management for the resolution of complex interrelated departmental applications and reporting issues associated with Cerner CCL customization and Reporting.
- Analyzed business requirements, defined system scope and objectives, and assisted in developing and implementing solutions to meet organizational needs.
- Resolved day-to-day system performance, data, and architecture issues, ensuring optimal functionality and efficiency.

- Collaborated with external vendors, system owners, community partners, contractors, and Health Science Campus leadership to design, develop, implement, and operationalize departmental applications and reporting.
- Conducted need-gap analyses, generated information technology design specifications, and developed system scope based on user needs.
- Leveraged expert knowledge to analyze and evaluate existing or proposed systems, devising or modifying procedures to solve problems using data processing.
- Demonstrated expertise in Cerner reporting, HealthIntent, Health Information Exchange (HIE), and Risk incident (RL-6), while maintaining familiarity with application support at the sys admin level.
- Developed and maintained standard and custom reports, integrated data into the enterprise analytics platform, and monitored the delivery of reports at scheduled intervals.
- Acted as a technical resource for others, ensuring adherence to technology practices, standards, and industry best practices.
- Engaged in performance improvement activities, actively pursuing business transformation and employing innovation to enhance system and workflow processes.
- Played a key role in project management, establishing project goals, milestones, and procedures, monitoring progress, and leading small/medium projects.
- Provided training to new staff members on systems/applications and collaborated with customers and vendors to train on new system implementations.

Clinical Support Specialist | ██████ Health - ██████ Medical Group - ██████
 ██████ 03/20███ - 07/20███

- Saved organization time and money by implementing cost-saving initiatives that addressed long-standing problems
- Application systems trainer to new employees and Providers.
- Partner with Help Desk to report break-fixes and request changes to system applications.
- Participation in validating application workflow stability during Go-Lives and Hot Fixes.

LVN | ██████ Health - ██████ CA 10/20███ - 07/20███

- Lead Nurse to Primary Practice and Pediatric departments including 30 physicians; Provide exceptional patient care including Diabetic Education, in-office procedures and medication injections and prior authorizations. Audit claims data.

- Supported physicians during examinations and scans to assist with diagnostic procedures
- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms

EDUCATION

 University

Bachelor's degree – Information Technology


Vocational Nursing Technical Degree: Nursing

CERTIFICATIONS

Certified Professional in Healthcare Information and Management Systems (CPHIMS)

License Vocational Nurse