8888 Alvarado Street, Los Angeles, California 90026 234.567.8888 contact@resumed.com

TECHNICAL TRAINER
Healthcare Information Technology

QUALIFICATIONS PROFILE

Goal-oriented, performance-driven, and dynamic professional, with more than 17 years in the healthcare IT industry, encompassing applications and tools training, software rollouts, project management, and information systems management. Equipped with in-depth capabilities in planning and implementing large-scale healthcare information system software projects. Knowledgeable of CPT coding rules as well as medicare, medicaid, commercial insurance, and worker's compensation billing requirements. Expert at meeting short-term goals while also focusing on long-term vision. Accustomed to communicating with business and executive leaders as well as to establish professional relationships with cross-functional teams to ensure high-quality results and customer satisfaction. Accomplished in managing training plans, projects, and global improvement initiatives, combined with passion to drive change, improvement, and innovation.

AREAS OF EXPERTISE

Technical Training and Support   *Meaningful Use/PQRS Reporting*
Requirements Gathering and Analysis   *Revenue Cycle Management*
Workflow and Process Improvements   *EDI Claims Formats*
Electronic Medical Records (EMR)   *HIPAA / Privacy Security*

PROFESSIONAL EXPERIENCE

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IMPLEMENTATION CONSULTANT/TECHNICAL TRAINER   2009–2012

Facilitated classroom and one-on-one training on various complex systems for all physicians. Applied in-depth knowledge of financial and clinical perspectives of the healthcare industry in designing and implementing training. Conducted proper assessment on students' progress as well as understanding of concepts taught through appropriate evaluations tools. Carefully laid out project plans, meeting agendas and minutes, training materials, and time and expense reports to ensure timely deliverables. Managed the introduction and seamless integration of software application throughout the organization.

Notable Achievements:
- Gained loyalty and respect of customers by displaying tact, diplomacy, and good judgment in every transaction.
- Successfully completed assigned projects through employment of comprehensive knowledge of the conversion process and the full software application implementation process, from contracting to go-live.
- Produced well-versed and powerhouse physicians who succeeded and positioned themselves ahead of the curve in terms of patient and financial outcomes through proper mentoring and training.
- Received the GCR Prime Excellence Award in 2010

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EPIC AMBULATORY TRAINER   2008

Organized and presided over formal classroom, instructor-led training, and one-on-one instruction on Epic EMR software application for physicians, nurses, and medical staff at two hospitals. Expertly boosted expertise of students on Epic EMR CPOE (Computerized Physician Order Entry) through provision of technical advice, daily hands-on support, and troubleshooting assistance. Meticulously identified and compiled end-user requirements and information from physicians to implement necessary application enhancements on specialty-based functionalities. Rendered proactive supported to the go-live implementation, which spanned seven days per week.

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Notable Achievements:

▫ Earned selection to lead trainings for challenging physician population of project manager and team due to excellent instructional expertise shown.
▫ Constantly achieved 99-100% ratings on the student satisfaction surveys.

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SUPPORT ENGINEER / TRAINER 2004–2008

Maintained active engagement in the creation and maintenance of user/trainer application instructional materials. Efficiently provided formal classroom and webinar training and instruction for participants in the areas of billing lifecycle, electronic and paper claims submission, payment posting, follow-up, denials, and reporting. Rendered technical support in the administration and maintenance of physician practice management software and electronic medical records as well as Centricity Practice Management (formerly Millbrook) and Centricity PM/EMR (formerly Logician). Closely collaborated with third-party vendors to procure highly effective and cost-efficient applications and tools. Handled the new hire training, and educated the organization's trainers in documenting policies and procedures. Sustained constant communication through the organization to convey updates and new software releases.

Notable Achievements:

▫ Achieved optimal levels of personal performance, which resulted to receiving the Above and Beyond Outstanding Customer Service recognition for 1st quarter of 2005 and 2nd quarter of 2006.
▫ Exceled in analyzing and adjusting work procedures with user needs for maximum efficiency through direct coordination with the Technical Team in designing workflow based on practice-specific requirements.
▫ Quickly addressed calls and written requests, as well as clearly conveyed updates and new software releases, which resulted to high rate of customer satisfaction.

EARLIER CAREER

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QUALITY ASSURANCE ANALYST

ResuMeds • *Los Angeles, CA*

TEAM LEAD APPLICATION ANALYST

ResuMeds • *Los Angeles, CA*

OPERATIONS ANALYST/HELP DESK SUPPORT – CLAIMS CLEARINGHOUSE

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MEDICAL BILLING ANALYST

EDUCATION

Bethune-Cookman University • *Daytona Beach, FL*

TECHNICAL ACUMEN

Software: Oracle | Microsoft Office Suite | Citrix | Ultra Edit | SpecBuilder | Rosetta Stone | Crystal Reports | Mercury Test Director | PrimeSuites | Centricity PM/EMR Medical Software | Epic EMR | ProxyMed | EDI Notepad and NextGen.

Healthcare Billing: ANSI Transaction Sets 835 Payment/Advice | 837 Professional | 837 Institutional
270 Eligibility Benefit Inquiry and Response | HCFA1500 | ICD-9 ICD10
UB92 and UB04 Claims and Billing