

Cadence Profile

VANDERBILT UNIVERSITY | NASHVILLE, TN
BA - CHEMISTRY AND MATHEMATICS

Professional Summary

- Former Epic employee
- 7 years of Epic experience
- Former Sagacious Consultant and Accenture Epic Consultant
- Held Analyst, Senior Consultant, Senior Application Advisor, and Managed Services roles
- Extensive experience in all verticals of Rev Cycle.
- Certified in Cadence, Referrals, Welcome, Prelude, Chronicles Database Programmer, and Clarity Data Model (Cadence)
- Travels from Washington DC

EPIC Certifications

- Cadence
- Chronicles Database Programmer
- Clarity Data Model – Cadence
- Prelude
- Referrals
- Welcome

Other Experience

- Project Management
- Microsoft SQL Server
- Crystal Reports
- SDLC
- Java, HTML/CSS, Python
- Agile

Healthcare Organizations

- Yale New Haven Health
- Kaiser Permanente
- Baptist Health (AR)
- Henry Ford Health System
- Enloe Medical Center
- Northshore University Health System
- UNC Health Care

Relevant Experience

EPIC CONSULTANT AT VARIOUS HEALTH SYSTEMS

Senior Application Advisor, Managed Services | Feb 2019 – Present

- Provided tier 2 and tier 3 support to the health system's IT end users in accordance with SLA
 - Served as application lead for patient access coordinating maintenance of business support for multiple client health systems
 - Triaged incoming issues and prioritized new issues and requests based on severity and complexity
 - Gathered requirements for new requests and projects to facilitate scheduling of projects and resource allocation, prevent scope creep, and maintain the client relationship
 - Provided mentorship and issue resolution assistance to other members of the internal Managed Services team
 - Coordinated with other Managed Services consultants to establish unified best practices for build tracking and documentation, communication guidelines, and escalation practices
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SAGACIOUS CONSULTANTS

Senior Consultant, Team Lead | Nov 2016 – Sept 2018

- Served as team lead for patient access applications for community affiliates, including mentoring fellow analysts during certification, advising analysts and leadership as a SME for ambulatory referrals and patient portal integration, and managing optimization and build clean-up projects
 - Conducted complete patient access implementation, including workflow assessment, build, gap management, and go-live support for 10+ ambulatory affiliate sites
 - Designed and built new process that facilitates closing the referral loop in accordance with quality measures for 25 ambulatory practices
 - Created new training materials in conjunction with Instructional Designer, including new curriculum for referral workflows and credentialing curriculum for new trainers
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EPIC SYSTEMS CORPORATION

Technical Services | September 2013 – Aug 2015

- Provided support to IT analysts at various healthcare organizations, including assisting with system build, optimizing workflows, and working to bring both single-application and integrated issues to resolution
- Performed small-scale software development and bug fixes driven by organizational need
- Participated in after-hours on call rotation to provide around the clock support to healthcare organizations
- Traveled to provide on-site floor and technical support for various software go-lives and upgrades
- Obtained certifications in Epic modules for scheduling, registration, referrals, and kiosk

Relevant Experience

TENNESSEE GOVERNOR'S SCHOOL FOR SCIENCE AND ENGINEERING

Teaching Assistant for Engineering Fundamentals | Summer 2013

- Assisted professor in administering lessons and assignments and with administrative work for course
 - Mentored high school students through lessons and projects including 3D printing using AutoCAD, small-scale construction, beginner robotics programming, and simple Android development
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VANDERBILT UNIVERSITY DEPARTMENT OF MATHEMATICS

Undergraduate Teaching Assistant for Survey of Calculus | Fall 2012

- Led weekly recitations to group of fifteen students, clarifying lecture concepts and administering quizzes
- Led review sessions before exams, held weekly office hours, and graded quizzes and exams