

Professional Summary

Senior healthcare systems professional with a track record of delivering technology initiatives within large-scale healthcare environments. Experienced translating complex business and clinical requirements into enterprise technology solutions through workflow analysis, systems integration, configuration strategy, and technical problem solving. Proven ability to deliver high-quality solutions that improve system performance, operational efficiency, and user experience.

Tools and Technologies Skills

Project & Portfolio Management: Microsoft Project • Asana • ServiceNow PPM

Agile & Collaboration: Jira • Confluence • Slack • Microsoft Teams • Zoom • Kanban

Microsoft 365: Excel • Word • PowerPoint • Outlook • SharePoint.

Healthcare Technologies: Oracle Cerner Millennium • Cerner Command Language (CCL) Query Modification

Implementation & Configuration: Application Configuration • Workflow Validation • System Integration • SIT/UAT • Cutover Planning • Go-Live Support • Defect Management

Business Systems & Reporting: CSG • Prism • QuerySurge • Data Validation • Reporting • Operational Analytics

Experience

Senior Healthcare Systems Consultant (EHR Applications & Configuration)

Oracle Remote | Mar 2024 – Present

- Partner with executive sponsors, business leaders, clinicians, architects, and technical teams to define solution strategy and translate complex business requirements into enterprise application solutions that improve operational performance and user adoption.
- Design solution architecture and application configurations for complex clinical, financial, revenue cycle, and operational workflows, improving system usability, operational efficiency, and application performance.
- Facilitate discovery workshops, workflow assessments, and solution design sessions that identify process improvements, reduce configuration gaps, and align technology solutions with organizational objectives.
- Orchestrate application configuration, workflow optimization, and solution governance throughout the implementation lifecycle, delivering reliable enterprise solutions that support operational success and organizational excellence.
- Drive deployment strategy, cutover planning, production readiness, and post-go-live stabilization while providing technical leadership for production support, defect resolution, root cause analysis, and continuous application optimization.
- Contributed to a 98% enterprise go-live success rate by delivering solution leadership for an \$800M+ Oracle Health transformation program across North America and Europe through solution architecture, configuration strategy, workflow optimization, and deployment governance.

Healthcare Systems Consultant

Oracle Remote | Oct 2022 – Mar 2024

- Supported enterprise clinical and revenue cycle system implementations across large healthcare organizations and multi-site hospital environments.
- Coordinated testing, cutover planning, issue resolution, deployment support, and post-launch operational support activities across multiple concurrent projects.
- Managed implementation tracking activities including risks, milestones, escalations, reporting, and project documentation.
- Collaborated with clinical, business, operational, and technical stakeholders to analyze workflows and implement enterprise application enhancements.
- Validated application configurations and workflow changes to ensure alignment with business, operational, and clinical requirements.
- Facilitated implementation planning, issue resolution, release readiness, and cross-functional coordination across multiple concurrent healthcare implementations.

Technology Research Intern / Project Lead

AmeriCorps, Kennesaw, GA | May 2022 – Aug 2022

- Led technology research initiatives supporting digital transformation and sustainability programs.
- Conducted research, data analysis, and reporting to support technology recommendations and operational improvements.
- Coordinated stakeholder communications, project documentation, implementation tracking, and reporting activities.
- Performed research and program analysis to identify process improvements and support grant-funded community initiatives.
- Planned and facilitated educational outreach promoting healthy living, nutrition, and sustainable practices for university students and community participants.

Coding Project Coordinator

Comcast Business, Atlanta, GA | Feb 2016 – May 2020

- Coordinated end-to-end implementation of enterprise telecommunications services for business (B2B) customers by partnering with Sales, Engineering, Construction, Provisioning, and Operations teams.
- Utilized CRM and order management platforms, including CSG and Prism, to review, validate, code, and process customer service orders while ensuring data accuracy and compliance with business requirements.
- Supported business process improvement initiatives by identifying workflow bottlenecks, streamlining order management processes, and enhancing operational efficiency.
- Managed multiple concurrent customer implementation projects while consistently meeting service-level agreements (SLAs) and operational objectives.

Education

Kennesaw State University

Bachelor of Science – Public Health

Master of Science – Cybersecurity

Certified Revenue Cycle Representative (CRCR)