

## Case Study: Data Specialist

Our resume revamp helped Agnes advance in her career.

»»» Here's what Agnes had to say about our work:



**Agnes M Campbell** · 2nd  
Data Specialist at PROFORMEX  
Agnes M was Fatemah's client

Fatemah Mirza worked diligently with me to create a resume that truly captures my accomplishments and captures my professional story. I recommend her services to all. It will be one of the best investments you can make in yourself.

### Her backstory:

She had been working at the same organization for over a decade and was ready for a change.

However, her resume wasn't cut out to impress:

- It had structural issues and an unconventional format.
- The critical first few lines weren't catching the reader's attention.
- It lacked accomplishments altogether.

## Here is what we did:

- 1 Used an ATS-friendly format, vetted by 3000+ recruiters. Improved readability with optimal structure.
- 2 Created a strong visual center (top section) that showcased her expertise in the first few seconds.
- 3 Highlighted her capabilities with result-driven accomplishments. Used keywords throughout the resume.

## Where is she now?

Agnes went on to land a job as a data specialist at Proformex and continues to work there.

Happy with our services, she also referred a friend to us.

**Agnes Campbell** <jaxnative1@yahoo.com>



to Fatemah ▾

Thank you so much, Fatemah. This is excellent and I will update for my next job app.

I referred a friend (gave her your email) - so she may be contacting you soon for resume services.

**Warning:** The resume pages ahead have been saved as images in order to protect Agnes' work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring her, please email us at [contact@careertuners.com](mailto:contact@careertuners.com).

# Here's the resume we made for her:

## Agnes M Campbell CHTS-TR

216.334.9529 | [jaxnative1@yahoo.com](mailto:jaxnative1@yahoo.com) | Cleveland/Akron Ohio Region USA | [LinkedIn](#)

*Uses large-scale EHR implementation, Epic end-user training, and project expertise to drive technology-enabled healthcare workflows*

**EPIC Systems Applications Analysis, Corrections & Testing | Needs Assessment | EPIC End-User Training & Go-Live Support**

- **Facilitates EPIC system enhancement and implementation:** 2017 Epic ROI go-Live support and post implementation stabilization-Akron General Hospital. Rebranded coding and SOP documents. Facilitated Epic Release of Information (ROI) end-user training for 75 Akron General Partner Physician Group sites. Project managed end-user data collection support.
- **Leads continuous process improvement:** Achieved 100% ROI workflow accuracy and performance efficiency from an initial 60% accuracy for internal Cleveland Clinic HIM ROI super-users. Proposed an integrated electronic module footprint to improve patient care and track patient amendment cases using MyChart/Chart accounts and correction workspace (GAP Analysis)
- **Ensures patient information security:** Participate in testing phases of clinical applications during implementations and upgrades

Epic Systems Go-Live Support  
Project Development Lifecycle  
Healthcare Quality & Compliance

E-Learning & One-on-One Coaching  
Discharge Deficiency Tracking  
Patient Safety & Privacy Practices

Transcription Integrity/Concurrent QA  
Quantitative & GAP Analysis  
Customer Support & Liaison

## Education

**Bachelor of Business Administration** - Indiana Wesleyan University

**Associates Degree Allied Health/Medical Assisting** - Brown Mackie College

**Continuing Education:** Structured Query Language (SQL) Beginner, Intermediate, and Advanced On-Site Certification Courses

**Certification:** Healthcare Technology Specialist - Trainer (CHTS-TR) - American Health Information Management Association - Active

**Epic Systems and Technical Expertise:** EPIC Clinical Application Correction Utilities, Chart Correction Workspace, ADT Event Manager, EPIC MyPractice Chart Review Analysis, EPIC ROI Module, EPIC Test/Telnet Prod/Sup Utilities, EPIC Deficiency Tracking Module, MS Word, MS Excel, MS PowerPoint, Prism Web (ROI vendor web-based database)

## Career Summary & Successes

**Cleveland Clinic, Cleveland OH**

**1/07 - Present**

**Electronic Health Record Analyst, Disclosure Management Quality/Epic EMR Clinical Application Corrections**

**07/16 – Present**

Optimizes patient care information in the Electronic Health Record (EHR). Works collaboratively with ITD to resolve identified problems and process corrections using clinical application utilities. Work collaboratively with MyChart and Care-Everywhere Teams. Provided post go-live stabilization support to speed up Akron General Hospital's transition to Epic after its acquisition by parent company. Served as primary point-of-contact for ROI operational issues and investigations. Augmented performance by providing on-site and remote training on EPIC system functionalities and to 75 Akron facilities and internal Cleveland Clinic ROI departments.

Key projects:

- **System Optimization:** Key participant in EPIC system functionality taskforce (ROI Plug-In, ROI Release to My Chart) improvements by developing regulatory-based solutions focusing on interpretable and patient-friendly information system navigation. Test documentation of build and tip sheets for end user communication/training.
- **Patient Financial Services Project:** \$17M+ revenue generation by re-routing third party claims to relevant departments for speed-bump-free processing and reimbursement in less than 4 months.

- **Epic Workbench & Statistical Reporting:** Overcame system restriction and improved statistical reporting functionality by calculating daily turnaround using Excel methodology, concurrent quarterly QA review of vendor patient releases.
- **Epic-ROI-Module End-User Training:** Led transition of an initially resistant staff to advanced EHR system modules by conducting webinars/Job Aids, eLearning and classroom sessions. Provided continuous mentorship, executed change management, and utilized test patient cases. Conducted at-the-elbow training and guidance for end users.
- **Co-Chair, Diversity Council, Cleveland Clinic Marymount (Appointment 04/17 – 01/18):** Collaborated with Chair and provided research-based insight for building an inclusive hospital environment, enhancing staff and patient communication. Collaborated with Chair on understanding of diverse culture norms and recommending implementation of a multi-cultural calendar.

### **Documentation Integrity Specialist**

**07/10 – 09/14**

Streamlined chart completion workflow through at-the-elbow training and troubleshooting for 3K+ staff physicians/medical providers

- Maintained 100% compliance with a 30-day regulatory deadline for the new Epic Chart Deficiency Tracking module by ensuring on-time physician chart completion according to regulatory requirements.
- System-wide liaison for MyChart Proxy applications. Track and trended quarterly volumes.

### **Health Information Management Transcription Coordinator, Health Data Services**

**01/07 – 06/10**

2007-2008 Spheris Transcription Initiative Implementation: Supported project management teams with transcription end-user data collection throughout all phases of project. Acted as a system-wide liaison between staff and vendors; streamlined communication by re-educating providers on new workflows during go-live and post go-live.

- Ensured timeliness and accuracy of transcription services by eliminating documentation errors through quality assurance reviews. AHD best practices and documentation integrity.

### **Health Information Management Quality Coordinator - Baptist Medical Center, Jacksonville FL**

**11/14 – 06/16**

Augmented quality control for physician documentation by working with a team of 4 quality coordinators; eliminating errors in Cerner Millennium hybrid EMR system and performed quality assurance reviews on patients' scanned documents.

- Trained front-end registration staff of 20+ on point-of-service document scanning, secure information handling, and medical record maintenance.
- Fast tracked reimbursement process Meaningful Use guidelines by timely processing CCD documentation to physician offices.
- Facilitated deficiency tracking/chart completion with physician staff to maintain 6% or less TJC compliance

### **Medical Transcriptionist - Summa Health System. Akron OH**

**05/03 – 12/06**

Optimized private practice operations for this leading non-profit healthcare delivery system by serving as the administrative backbone for 2 cardiac surgeons in practice set up and process implementation involving insurance pre-authorization, follow-up appointments, pre-admission testing, and calendar and schedule management. In Radiology Services, Inc., worked with a team of 10 in timely transcription of diagnostic radiology, Nuclear Medicine, Interventional radiology, CT/MRI, Mammography, Ultrasound. Trained, guided, and onboarded team members.



# And here's the resume she was using before she worked with us...

**AGNES MCAMPBELL,CHTS-TR**  
Jaxnative1@yahoo.com  
Mobile/Voicemail: (216) 334-9529

## **PROFILE**

Credentialed technology systems trainer. Experienced in disclosure management/release of protected health information quality and compliance. Articulate in written, verbal, and electronic communication with patients, vendors, medical providers, professional peers. Quickly learn and master new technology; equally successful in team, self-directed and remote settings.

## **EDUCATION SUMMARY/CREDENTIAL/PROFESSIONAL AFFILIATIONS:**

- Bachelor of Business Administration, Indiana Wesleyan University – Expected degree completion, 2019.
- Brown Mackie College, Associates Degree Allied Health/Medical Assisting 1990
- Certified Healthcare Technology Specialist-Trainer (CHTS-TR) American Health Information Management Association

## **PROFESSIONAL HISTORY**

**Cleveland Clinic | Cleveland, Ohio**

**Finance Division/Health Information Management-Operations Department/EHR Corrections**

- Co-Chair, Cleveland Clinic Marymount Hospital Diversity Council – Appointed April 2017 – Feb 2018
- HIM EHR Analyst, Disclosure Management Quality/EHR Corrections - July 2016 – Present
- HIM Documentation Integrity Specialist/Epic Chart Deficiency – June 2010 - September 2014
- HIM Transcription Coordinator, Health Data Services – Jan 2007 - July 2010

## **ADDITIONAL HEALTHCARE EXPERIENCE**

- **Baptist Medical Center | Jacksonville, Florida**  
HIM Quality Coordinator, Nov 2014 - June 2016.
- **Cardiothoracic Surgery Group, LLC /Summa Health System | Akron, Ohio**  
Medical Secretary/Transcriptionist, May 2003 - December 2006.
- **Summa Health System | Akron, Ohio**  
Medical Transcription, 1990 – 2003

## **INTERNAL PROJECTS/EXPERIENCE**

Epic-ROI-Module End-User Training: Classroom, webinar, remote eLearning and elbow-setting/creation of Job Aids  
Epic-ROI Module End-User training support for Akron PPG Go-Live transition to ROI vendor billing service model  
HIM ROI Task Force (ROI Plug-In, ROI Release to My Chart, ROI Dashboard)  
Akron General Hospital 2017 Epic EHR Merge – Post Go-Live Stabilization  
Patient Financial Services Project – 2017- Third party payer denials claim support. Influenced \$17,000,000+ in revenue

Accounting of Disclosure Reporting  
HEDIS/Third-party audit review support  
HIM Project Management Team Implementation support  
Process improvement – Continuous improvement - release of information workflows  
Compliance and quality assurance ROI reviews  
Policy and Procedure/Standard operating procedure writing  
Public speaking – PowerPoint presentations – meeting facilitation  
Serves as a support for point of escalation for complex ROI operational issues, processes and procedures, investigations  
Epic Workbench and Statistical reporting

## **TECHNICAL EXPERIENCE**

**Epic Systems:** Epic EMR/Chart Review, Epic-ROI module, Epic Test Environment, Epic Chart Deficiency Tracking Module

**Revenue Cycle Management Systems/PFS Applications** – AMRRADS/Star Navigator/INVISION

**Software:** MS Word, MS Excel, MS PowerPoint, MS Access Audit Tool

**Web-based:** Prism Web/Prism Audit

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