SHAMAR TURNER

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WORK EXPERIENCE

eClinicalWorks Jan 2021 - present

Software Trainer

Acted as a strategic advisor to steering committees/project leads, defining new or updating existing goals/workflows for efficient ECW usage within practice environments.

Collaborated with the Practices enterprise team to successfully execute their Goals and EHR adoption vision across various clinics/facilities.

Partnered with project directors, regional managers, super users, clinical leads, and steering committees to achieve objectives.

Documented unique ECW workflows/Cheat Sheets using MS Visio or Word for innovative scenarios.

Provided expert guidance on IT design for device, printer, and scanner deployments.

Tailored custom training agendas according to individual Practice needs.

Served as a key Workflow Implementation Analyst for multiple practices.

Cleveland Clinic May 2019 - Dec 2019

Patient Transporter

Maintained a consistently clean work environment complying with local state federal regulations thereby promoting health safety standards at workplace.

Mobilized crucial medical equipment, supplies, and laboratory specimens efficiently to designated treatment zones for optimal patient care delivery.

Fortified patient trust and coworker relationships through effective communication, enhancing overall service quality and customer satisfaction.

Assisted elderly patients with mobility by safely lifting them in and out of beds, chairs, taxis, ambulances for various treatment procedures.

Upheld patient trust by strictly adhering to hospital confidentiality norms for sensitive info.

Adhered strictly to protocols for safe delivery of patients, possessions, and lab specimens.

Optimized patient transport in/out of facility, guaranteeing timely arrival at areas.

Consistently adhered to JCAHO & HIPAA standards, promoting healthcare best practices.

Regularly participate in continuous education to enhance knowledge and skills.

Provided comfort and support to patients' families during challenging times.

Respectfully moved deceased patients and their belongings to the mortuary.

Florida Department of Health Jan 2018 - Feb 2022

Biological Scientist Iv

Streamlined comprehensive, periodic monitoring and reporting on disease and risk factor trends within the county, focusing on leading causes of morbidity and mortality.

Identified potential additional or unreported cases of notifiable diseases through comprehensive syndromic surveillance by utilizing ESSENCE's advanced capabilities.

Amplified distribution of vital health information through various internal and external report formats, including monthly external reports.

Served as a subject matter expert for escalated technical issues, providing effective solutions due to extensive experience and dedication.

Used ESSENCE for community health monitoring, enabling early detection of disease clusters.

Cleveland Clinic Jan 2018 - Jan 2019

Care Coordinator

Investigated patient inquiries and complaints, promptly directing them to suitable medical staff for resolution and consistently followed up to ensure satisfaction.

Delivered insightful consultation or training sessions on topics such as guest relations, patients' rights, and medical issues for volunteers or staff members.

Created engaging, informative newsletters, brochures, or other printed materials for efficient information dissemination among patients or medical staff.

Established effective communication channels with physicians, patients, and other healthcare professionals, ensuring prompt return of phone calls.

Orchestrated seamless, effective communication between patients, family members, medical staff, administrative personnel, and regulatory agencies.

Streamlined patient appointment scheduling per internal guidelines and physician protocols.

Maintained knowledge of community services and resources for patient accessibility.

Collected and entered detailed patient demographics into the system accurately.

Robert Half International; Brooklyn, NY Jan 2016 - Sep 2017

Customer Support Engineer

Oversaw service delivery, analyzed activity reports, pinpointed areas for customer support improvement, resulting in increased efficiency, profitability, and cost-effectiveness.

Demonstrated strong problem-solving initiative; prioritized machine installation and repair tasks at board component level, while upholding excellent customer service skills.

Delivered technical assistance for escalated problems, bolstered sales personnel during software presentations, and provided comprehensive on-site customer support.

Identified additional assistance needs to streamline daily operations while regularly liaising with management to set objectives and provide project status updates.

Collaborated closely with both internal and external customers to optimize equipment performance and coordinated maintenance events seamlessly.

Advised clients on essential software/hardware upgrades, boosting product comprehension.

Monitored assigned cases, ensured timely updates for customer support via Microsoft CRM.

Managed, updated ticket system for all High-Speed Internet customer service problems.

Jan 2014 - Nov 2018

Clinical Care Consultant

Reinforced knowledge among nurses and physicians regarding message center maintenance, lab management, Rx refill requests handling, and document import/scan.

Facilitated effective user learning through personalized coaching sessions across multiple departments while efficiently troubleshooting technical issues.

Mentored new physicians in order-only entry documentation, clinic-administered medication, and complex medical reconciliation procedures.

Trained physicians effectively on running clarity reports, managing in-basket tasks, constructing smart texts/phrases/note templates.

Documented end-user issues during Epic go-live, submitted to command center for quick fix.

Fostered a supportive atmosphere by being accessible for staff application training.

Guided clinicians and nurses on efficient navigation through the workflow system.

Supported physicians, nurses, and MAs during complex visit workflow processes.

Assisted nursing staff with proficient scheduling book management.

Insight Global Brooklyn June 2011 - April 2015

Customer Support Engineer

Offered Tier 1, 2 help desk troubleshooting with Track-IT software for ticket logging.

Managed and resolved queries of 3-4 clients simultaneously via chat mechanism.

Coordinated seamlessly with colleagues across various departments ensuring smooth information flow leading towards the best possible customer support experience.

Fostered collaboration with other Technical Assistance Centers (TAC) like security, routing protocols for quick resolution of customer issues as needed.

Provided extensive support to customers, partners, and account teams, assisting with bug issues, configuration, user access, and vulnerabilities.

Promoted to Technical Customer Service Representative due to outstanding performance reviews coupled with superior customer service skills.

Collaborated with team members to identify opportunities for process improvement or Customer/Partner/Employee training enhancement.

Identified and resolved new bugs, promptly addressing feature requests for customer issues.

Provided client support for hardware, peripherals, network connections, and software.

Provided top-tier client support for computer users, ensuring maximum satisfaction.

Utilized diplomacy to defuse tension, ensuring high customer satisfaction.

EDUCATION

BS In Business Administration Medgar Evers College 2017

**Skills/Certifications:** Operations Coordinator • Technical Support Supervisor • Public Health Researcher

Data Analysis • Technical Troubleshooting • Electronic Health Records Optimization

Exceeded Project Deadlines • Streamlined Workflows Efficiently • Enhanced Customer Satisfaction \* CRM Systems(Zendesk)