

ANNETTE LOFING

Education

BACHELOR OF SCIENCE IN COMPUTER SCIENCE – Oklahoma Baptist University – Shawnee, OK

December 2019

Skills

- Epic Software Superuser
- SQL Server
- Excel (VLookup, Conditional Formatting, Pivot Tables)
- Tableau
- Office 365 / Google Suite
- Solutions-focused
- Detail-oriented
- Personable / Organized

Projects (all projects can be found here: <https://annettelofing.github.io/>)

WORK QUEUE APPOINTMENTS DASHBOARD – Work Project

April 2024

- **Problem:** The scheduling team leader needed a clear method of reporting the successes/roadblocks of our team work queue.
- **Solution:** Created a **Work Queue Dashboard with Excel** by combining the data using **pivot tables** and **pivot charts** to report the number of appointments with filters that need to be scheduled to our team and supervisor. My manager wanted to implement the dashboard right away, even in the first stages of the design.

PROCESS IMPROVEMENT / WORKFLOW ANALYSIS – Work Project

April 2023

- **Problem:** In our large work queue of **over 2,000 appointments needing scheduled**, it was not clear who was responsible for which appointments in our work queue, which led to very little work being completed in light of trying to avoid working on the same thing as someone else.
- **Solution:** Analyzed the problem and **reconfigured team workflows** in an appropriate and productive manner to delegate the workload across our team, which improved our daily work queue totals with a minimum of 20% less appointments per day.

COFFEE SHOP DESIGN CASE STUDY – Personal Project

Oct 2022

- **Problem:** The coffee shop location wanted a mobile ordering app and they wanted to know what key features to include.
- **Solution:** I interviewed six participants about their habits when visiting coffee shops and mobile ordering from an app. I found through this research that the customer's ability to select their item, customize it, and earn rewards were important features to include and **I reported it to key stakeholders along with initial designs for testing.**

Work Experience

PAITENT SCHEDULER – Intermountain Healthcare – Grand Junction, CO and Remote

December 2022 - Present

- **Schedule multiple types of complex patient driven appointments** while answering phones and maintaining scheduling workflows.
- **In addition to my role, I trained 4 new employees** on Epic for Oncology Scheduling displaying an in-depth knowledge of job responsibilities.
- **Created and improved detailed documentation** for onboarding new employees and standardizing workflows for our team.

PAIS PROJECT TEAM LEADER – Pais Movement – Grapevine, TX

January 2020 - July 2022

- Established **project roadmaps** covering objectives, schedules and budget
- **Event coordinating** and lesson planning

WEB DESIGN/DEVELOPMENT INTERN – VTR Learning – Shawnee, Oklahoma

August 2018 – March 2019

- **Collaborated** with team to implement **design changes**, new UI components and new functionality
- **Created and maintained** through testing, a functional, visually appealing, and responsive website for VTR Learning