JUDITH ANNETTE LOFING

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Portfolio: https://annettelofing.github.io

Education

BACHELOR OF SCIENCE IN COMPUTER SCIENCE – Oklahoma Baptist University – Shawnee, OK   December 2019

Skills

- SQL Server
- Excel (VLookup, Conditional Formatting, Pivot Tables)
- Dashboard development / reporting
- Tableau
- Office 365 / Google Suite
- Trello, JIRA, Azana, Monday
- Agile, Scrum
- Solutions-focused
- Detail-oriented
- Personable / Organized

Career Highlights (Portfolio: https://annettelofing.github.io/)

Projects (all project details can be found on my portfolio: https://annettelofing.github.io/)

- **Job Queue Appointments Dashboard**
  - Developed an accessible dashboard to report KPI's to stakeholders and within the team for each section of our job queue.
- **Process Improvement / Workflow Analysis**
  - Increased team productivity by 80% through dividing our 2,000+ daily job queue into clear sections of ownership.
- **Coffee Shop Design Case Study**
  - Created a user-centered design for a coffee shop app with multiple iterations and reports to stakeholders throughout development.

Achievements

- Consistently averaging 50 appointments scheduled per day
- Successfully created a new process for dividing our job queue to each team member
- Increased end-user engagement by fixing over 1,000 broken links on university website

Career Summary

Analyst / Designer / Developer

- User experience, user-centered design, analysis, testing, implementation, responsive design, and improvement through multiple iterations

Team Leader

- Project management of objectives, schedules, budget, event coordinating and lesson planning

Trainer

- Onboarded 4 new employees into a fast-paced clinical environment

Continuous Improvement

- Created and maintained detailed documentation of job responsibilities, job aids, tip sheets, workflows, and onboarding materials

Customer / Patient Success Coordinator

- Scheduled multiple types of complex patient/user driven appointments while multi-tasking with other job responsibilities

Timeline

INTERMOUNTAIN HEALTHCARE – Patient Scheduler **–** Grand Junction, CO and Remote   December 2022 - Present
PAIS MOVEMENT – Pais Project Team Leader – Grapevine, TX   January 2020 - July 2022
VTR LEARNING – Web Design/Developer Intern **–** Shawnee, OK   August 2018 – March 2019
LIFE.CHURCH – YouVersion Support Team Intern **–** Edmond, OK   January 2018 – August 2018
OKLAHOMA BAPTIST UNIVERSITY – Website Marketing Assistant **–** Shawnee, OK   September 2016 – December 2017