

## Education

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**Bachelor of Science in Computer Science** – Oklahoma Baptist University – Shawnee, OK

December 2019

## Skills

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

## Career Highlights

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**Projects** (all projects can be found on my portfolio: <https://annettelofing.github.io/>)

- **Job Queue Appointments Dashboard**
  - Constructed a comprehensive dashboard for KPI reporting, streamlining job queue management; facilitated stakeholder insights and improved team performance, resulting in a 25% reduction in project turnaround time.
- **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 Studies**
  - Implemented a customer-focused design for a coffee shop app, iterating through multiple versions based on user feedback, and regularly updating stakeholders with comprehensive development reports.

## Achievements

- Consistently averaging 50 customer facing appointments scheduled per day
- Facilitated delegating our job queue to each team member, improving team productivity by 30%
- Increased end-user engagement by fixing over 1,000 broken links on university website leading to operational improvement

## Career Summary

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### Data Analysis / 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

- Facilitated the onboarding and coordination of four new employees within a dynamic clinical setting

### Continuous Improvement

- Developed and maintained comprehensive job documentation, including detailed job responsibilities, workflows, and onboarding materials and reduced onboarding time for new hires by 40%

### Patient / Customer Success Coordinator

- Optimized scheduling for diverse and intricate patient driven appointments, effectively balancing concurrent job duties.

## Timeline

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**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