

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

KPI PRODUCTIVITY DASHBOARD – Work Project

October 2023

- **Created a KPI Productivity Dashboard** with another Data Analyst outlining our Minimum Viable Product for the project stakeholders. I researched and provided data fields from the Epic Software Data Dictionary to display valuable key insights.

PROCESS IMPROVEMENT / WORKFLOW ANALYSIS – Work Project

April 2023

- **Analyzed** data and processes to **reconfigure** team workflows with the approval of my supervisor.
- **Created and improved detailed documentation** for onboarding new employees and standardizing workflows for our team.

CUSTOMER SALES ANALYSIS – Personal Project

March 2023

- Utilized **SQL** to extract data from related tables with customer sales tables using **SELECT** and **JOIN**
- Transformed and filtered data by using **aggregating and filtering functions** to improve reporting process
- Loaded and created **data visualizations** with **Tableau** to identify key business intelligences that can improve sales performance

Administrative Skills

- **Project Management:** Established project roadmaps covering objectives, schedules and budget over a year time period to maintain successful products and continued communication within the team.
- **Detail-oriented:** Analyzed and presented data provided by users to developers for careful consideration of potential new features through detailed documentation.
- **Problem-solver:** Worked within the user support team and with software developers to resolve problems to ensure customer satisfaction. Located and corrected over 1,000 broken url links on university website with a timely resolution.

Work Experience

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

December 2022 - Present

- **Trained 3 new employees** on **Epic** and **Oncology Scheduling** displaying an in-depth knowledge on job responsibilities
- **Coordinated** scheduling multiple appointments while **answering phones** and maintaining **scheduling workflows** and in-clinic patient care

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