JUDITH ANNETTE LOFING

annette.lofing@gmail.com
Portfolio: https://annettelofing.github.io

Education

Bachelor of Science in Computer Science – Oklahoma Baptist University – Shawnee, OK   December 2019

Skills

- 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

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

Career Summary

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

Intermountain Health – EDI Coordinator – Remote   December 2024 – Present
Intermountain Health – Patient Scheduler – Grand Junction, CO and Remote   December 2022 – December 2024
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 – Customer/Technical Support Team Intern – Edmond, OK   January 2018 – August 2018