HENRY WALKER
Epic Systems Trainer

✉ support@qwikresume.com
☎ (123) 456 7899
📍 Los Angeles
🌐 www.qwikresume.com

SKILLS

User Management

Workflow Testing

Stakeholder Engagement

Analytical Thinking

Training Development

Documentation Skills

INTERESTS

✏ Birdwatching   🔭 Traveling

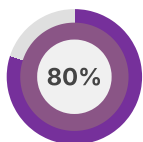💼 Sports Coaching 🏆 Knitting

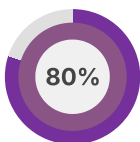## STRENGTHS

🔨 Pragmatism   🍃 Sensitivity
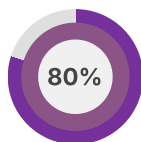
♡ Sincerity   ⚓ Stability

LANGUAGES

80% English   80% Italian   80% French

ACHIEVEMENTS

⭐ Developed and delivered over 50 training sessions, resulting in a 30% increase in user proficiency.

⭐ Created customized training materials that improved user satisfaction ratings by 25%.

PROFESSIONAL SUMMARY

With 7 years of experience as an Epic Systems Trainer, I specialize in enhancing user engagement and proficiency through tailored training solutions. I excel in developing effective educational materials and delivering comprehensive training programs that streamline Epic system utilization. My commitment to fostering a supportive learning environment drives improvements in healthcare workflows and patient outcomes.

WORK EXPERIENCE

Epic Systems Trainer
Pineapple Enterprises
📅 Apr / 2020-Ongoing
📍 Santa Monica, CA

1. Trained users on Epic applications, including CPOE and ASAP, across multiple clinics.
2. Conducted virtual and in-person training sessions for new healthcare providers in California.
3. Organized and executed training programs for successful Epic implementations.
4. Provided comprehensive end-user training on Epic Care Ambulatory application and workflows.
5. Managed training logistics, including attendance tracking and proficiency assessments for Super Users.
6. Offered on-site support during go-live phases, assisting clinical staff with system navigation.
7. Collaborated with clinical teams to identify training gaps and improve user engagement strategies.

Epic Trainer
Silver Lake Enterprises
📅 Apr / 2018-Apr / 2020
📍 Seattle, WA

1. Delivered elbow support to front desk and administrative users, enhancing navigation in the Epic hyperspace.
2. Developed training materials and documentation for various Epic courses.
3. Co-managed video-based training and eLearning course development within the Learning Management System.
4. Oversaw user management, reporting, and course content updates to ensure effective training delivery.
5. Assisted end users with Epic-related inquiries, providing timely solutions and resources.
6. Utilized Epic software for data analysis and performance reporting, aiding in system improvements.

EDUCATION

Bachelor of Science in Health Informatics
University of California
📅 Apr / 2016-Apr / 2018
📍 Denver, CO

Studied health information systems, data management, and clinical workflows.