

JACKSON TURNER

Implementation Specialist

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



PROFESSIONAL SUMMARY

Dynamic Implementation Specialist with two years of experience in delivering tailored software solutions and training to clients. Proven ability to streamline processes and enhance user satisfaction through effective communication and support. Eager to contribute to a forward-thinking organization by leveraging my technical skills and customer service expertise.

WORK EXPERIENCE

Implementation Specialist

WidgetWorks Inc.

📅 Mar / 2024-Ongoing

📍 Denver, CO

1. Provided EMR practice and clinical training to healthcare providers across the U.S., ensuring smooth adoption of new systems.
2. Conducted thorough implementation processes, including in-depth analysis, kick-off calls, and server builds.
3. Implemented PrimePatient, a patient portal, across multiple sites to enhance patient engagement.
4. Utilized workflow analysis to optimize system functionality tailored to each site's needs.
5. Developed and led training programs, supervising projects across various locations.
6. Participated in both technical and non-technical roles for information systems implementation.
7. Delivered direct EMR user training and clinical support, ensuring client satisfaction and system proficiency.

Implementation Specialist

Lakeside Apparel Co

📅 Mar / 2023-Mar / 2024

📍 Chicago, IL

1. Processed customer orders for network services, ensuring timely and accurate installations.
2. Collaborated with sales, engineering, and customers to facilitate seamless service delivery.
3. Troubleshoot and resolved customer-impacting issues during the resolution phase.
4. Developed project plans to ensure successful implementation of services ordered.
5. Maintained router configurations on a UNIX-based platform to ensure optimal performance.
6. Managed multiple orders simultaneously, achieving a high level of efficiency.

EDUCATION

Bachelor of Science in Information Technology

University of California

📅 Mar / 2022-Mar / 2023

📍 Santa Monica, CA

Focused on software implementation and project management.

SKILLS

Software Implementation



User Acceptance Testing



Client Training



Data Analysis



ACHIEVEMENTS

- ★ Achieved a 95% satisfaction rate from clients through effective training and support.
- ★ Streamlined the implementation process, reducing project timelines by 20%.
- ★ Successfully trained over 100 healthcare professionals on new EMR systems.