

TINA SHORTER

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Epic Credentialed Trainer | Certified Cerner Analyst

Professional Summary

Experienced Epic Credentialed Trainer and Certified Cerner Analyst with a strong background in healthcare IT, specializing in training, implementation, and end-user support for Epic and Cerner systems. Proficient in developing training curricula, leading go-live support efforts, and optimizing workflows for clinical and administrative processes. Adept at translating complex technical concepts into clear, actionable instructions to enhance user efficiency and satisfaction.

Key Skills

- **Epic Revenue Cycle Applications:** Cadence, Prelude, Grand Central, MyChart, ASAP
 - **Cerner EMR:** PowerChart/AMB Certification
 - **Training Development:** Course curricula creation, e-learning development, and user guides
 - **Go-Live Support:** At-the-elbow support for physicians and clinical staff
 - **Smart Tools:** Expertise in Smart Tools, Smart Texts, and Smart Phrases in Epic and Cerner
 - **User Education:** New hire training, ongoing system education, and go-live support
 - **Reporting Tools:** Reporting Workbench, MicroStrategy
 - **Problem Solving:** Strong analytical and troubleshooting skills
 - **Communication:** Excellent verbal and written communication for diverse audiences
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Professional Experience

CSI Companies — *Remote*
Epic Credentialed Trainer
2022 – Present

- Delivered remote training for healthcare professionals on Epic EHR, specializing in Revenue Cycle and clinical workflows.
- Designed and facilitated virtual training through webinars and e-learning modules, adapting materials to suit user needs.
- Provided go-live support, addressing user concerns, customizing training programs, and tracking participant performance.
- Collaborated with implementation teams to ensure seamless transitions from training to live usage.

CSI Companies — *Remote*
Epic Support Specialist
2022 – Present

- Delivered at-the-elbow (ATE) support for ambulatory and outpatient go-live projects.
- Guided physicians and clinical staff in utilizing Epic tools like Smart Texts, Smart Phrases, and orders.
- Supported registration workflows, troubleshooting, and issue resolution, ensuring accurate patient data management.

SAAM — *Remote*
Cerner Support Analyst
November 2022 – May 2023

- Provided ATE support for Cerner PowerChart during ambulatory and inpatient go-live implementations.
- Educated physicians and clinical staff on documenting encounters, managing orders, and using Smart Tools within Cerner.
- Assisted with registration workflows, supporting insurance verification and patient check-in/check-out processes.

Piedmont Healthcare — *Atlanta, GA*
Epic Credentialed Trainer & Patient Connection Representative
November 2020 – August 2021

- Trained new hires on Epic Cadence, Prelude, and Grand Central, creating user guides, exercise books, and tip sheets.
- Oversaw the Super User program, conducting train-the-trainer sessions to prepare support staff.
- Managed patient access processes, ensuring accuracy in pre-registration, financial responsibility calculations, and demographic data entry.

Additional Experience

United Health Group — *Atlanta, GA*
Benefits Advocate Representative
April 2020 – March 2021

- Assisted health insurance consumers with claims, benefits, and plan information, resolving inquiries promptly.

Arise — *Remote*
Customer Service Representative (Healthcare)
September 2019 – April 2020

- Managed patient accounts, resolved claims issues, and provided billing support for Medicare, Medicaid, and commercial insurance.

Children's Healthcare of Atlanta — *Dunwoody, GA*
Team Lead – ER Registration
January 2019 – September 2019

- Led the registration team, providing Epic training and conducting workflow audits to enhance patient data accuracy.

Northeast Georgia Health System — *Gainesville, GA*
Epic ATE Consultant
October 2017 – December 2017

- Supported ADT/Prelude registration workflows during go-lives, liaising between users and the help desk for issue resolution.

HonorHealth Healthcare System — *Phoenix, AZ*
Epic ATE Implementation Consultant
September 2016 – November 2016

- Led ADT/Prelude module implementation and provided end-user training for efficient patient registration workflows.

Piedmont Hospital — *Atlanta, GA*
Lead Patient Access Representative
February 2015 – September 2017

- Managed patient access services, conducted training for Epic Cadence, and handled escalations for complex registration issues.

Technical Skills

- **Epic Certifications:** Cadence, Prelude, Grand Central, MyChart, ASAP, Ambulatory, PACS
- **Cerner Certification:** PowerChart/AMB
- **Reporting Tools:** Reporting Workbench, MicroStrategy
- **EHR Systems:** Extensive knowledge of Epic and Cerner EMR systems, including Smart Tools and Smart Texts