

CARLA INGRAM

SKILLS • LISTING



I have listed a few skills in my resume for decades, but I have never been good at coming up with those skills that I am an expert at compared to those that I struggle with.

Hard Skills

1. Analytic Thinking

- Critical thinking, problem-solving, data analysis, research, and communication are part of the analytical thinking process. I worked in the legal field and then moved into the instructional design field, and analytical thinking was challenged even further. I am experienced in analytical thinking, but there is always more coming in our field. These skills will continue to be used and grow as I continue my career.

2. Computer skills include operating systems, presentations/communication, graphic design, and troubleshooting.

- I have extensive knowledge of Windows. I started using Apple computers and moved to DOSS/Windows a few years later. I still use Apple/Mac operating systems, but I have expert skills using Windows.
- I have been using and developing curriculum for training in the Epic Electronic Medical Records for 7 years. I am an expert in using the Epic EMR in both clinical and revenue cycle applications.
- I am an expert in the presentation and communication software and skills to develop training curriculum as well as presentation to SMEs and other operational leaders.

- I am an expert in Microsoft Office software used for everything to sending a letter to presenting to a group or leader meeting.
- I am proficient in most of the Adobe Suite, including Premier Pro, Audition, Photoshop, Captivate, and InDesign. I am a quick study, but programs have so many tools that can be used that it will take longer before I get to become an expert.
- I am an expert at building training material in the Epic EMR training environment. I have spent much time building and troubleshooting the Epic sytem training environment in the EMR.

Leadership Skills

3. Supervised a team of 14 – I am proficient in successfully managing a team of 14 staff members. I worked closely with the team to foster an environment of trust, cooperation, and mutual respect despite the challenges of individual personalities.
4. Employee Training – I am an expert at developing or enhancing the knowledge, skill, or attitude that prepares staff for new directions or responsibilities.
5. Research – I am an expert at researching issues and conducting analyses to provide further information on the issue and focus on the expected outcomes.
6. Project Manager – I am proficient at using the knowledge, skills, tools and techniques to complete a series of tasks, delivering value and achieving a desired out come.