



Amelia Silva

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WORK EXPERIENCE

Electronic Health Record System Analyst/Designer

University College London Hospitals NHS Foundation Trust [May 2022 – Current]

City: London | Country: United Kingdom

- Plan, design and deliver improvements to electronic health record workflows and implement new functionality.
- Analyse current and future workflows, facilitate agreement for changes in working practice in alignment with best practice standards.
- Work with application end users to identify and correct issues in a timely and professional manner.
- Develop, support and maintain required system design and build documents and other project documentation (system requirements and changes in workflow) and configure the system accordingly.

Electronic Health Record Configuration Analyst

Frimley Health NHS Foundation Trust [Jan 2021 – May 2022]

City: London | Country: United Kingdom

- Worked within the Digital Services Team in the Trust wide implementation of the Epic electronic patient record across 3 hospital sites.
- Co-delivered the design, build, validation and implementation for Outpatient services, including the patient portal and led the system workflow design for 6 Outpatient specialities.
- As the ambulatory lead analyst for the integrated areas of patient flow, patient experience and decision support I collaborated with multiple teams to ensure a coordinated approach to the EPR implementation.

ICT Change Project Management Trainee

St. George's University Hospitals NHS Foundation Trust [Jan 2019 – Jan 2021]

City: London | Country: United Kingdom

- Implemented software solutions for both Outpatient and Inpatient Services (Cerner, DictateIT, Attend Anywhere).
- Engagement Lead for the implementation of a new dictation system across Trust sites.
- As engagement lead created the engagement plan; organised & facilitated scoping meetings; managed stakeholder expectations and negotiated with clinical leads, admin teams and service managers to gain support.
- Change management: performed stakeholder analysis, process mapping, gap analysis, conflict management.
- Project management: managed project controls - action log, risk and issues log; escalated risks; created project reports, developed Go Live support plan with Project Manager.
- Documented & optimised processes for collecting functional requirements and requesting system changes.
- Drafted plan for transition into BAU: drafted BAU Support Model, SOP for help desk and designed user support request form.
- As communications lead for the Virtual Clinics Project as a response to Covid-19 created a communications plan, designed and built an Intranet Page to communicate and support all staff affected by the project.

Project manager Freelance

[2016 – 2018]

City: London | Country: United Kingdom

Helped clients increase their operational efficiency by procuring, designing and implementing operational and productivity software and workflows.

Operations manager

YLD - Software Engineering Consultancy [Aug 2015 – Jun 2016]

City: London | Country: United Kingdom

Startup focusing on software development, innovation and agile practices with offices in London and Lisbon.

- Established administrative procedures, enabling the growth from a team of 10 to 45.
- Reduced administration costs by 15% and kept alignment with regulations by creating and maintaining an alert and monitoring system for accounts payable deadlines.
- Improved software ROI by delivering presentations on software utilisation to employees, effectively communicating IT concepts to non-tech employees.
- Managed data, documents and resources for HR, Finance, Operations, Legal and Clients while ensuring compliance with data security and privacy laws.
- Provided administrative support to the Executive and Project Delivery Teams: web research, document drafting, calendar management.
- Organised and expedited workflow to comply with deadlines and priorities and communicated projects progress internally.
- Liaised with external stakeholders and business partners, effectively dealing with people at all levels.
- Expedited projects by developing good working relationships with executive, operational and delivery teams and facilitating communications across departments and office locations.

EDUCATION AND TRAINING

NHS Digital, Data & Technology Graduate Scheme

Institute of Leadership and Management [2021]

City: London | Country: United Kingdom

Project Management Short Course

City University London [2016]

City: London | Country: United Kingdom

Bachelor of Science in Biology

Universidade do Porto [2014]

City: Porto | Country: Portugal

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s): Spanish

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Business & Technology Change Management / Software Implementation and Deployment / Project Management Tools (MS Project, Open Project, Project Libre,...) / Cloud services Cloud collaboration / Process Improvement

NETWORKS AND MEMBERSHIPS

[Current]

British Computer Society (BCS), The Chartered Institute for IT

[Current]

Federation for Informatics Professionals (FEDIP)