

Victoria Wayne

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User experience design portfolio:

[Portfolio](#)

Professional Experience

MARCH 2023 – MARCH 2026

Clinical Applications Analyst | Better Health Group | Remote

- Partnered with providers, medical directors, and clinical leadership to analyze clinical workflows, identify system gaps, and translate business needs into application and workflow improvements.
- Supported the configuration, optimization, and maintenance of clinical applications to improve provider documentation, efficiency, and overall system usability.
- Led functional support for APU migrations, system implementations, and go-live activities, including workflow validation, application setup, end-user support, and issue resolution.
- Supported testing and validation of new application functionality, ensuring changes met clinical workflow requirements prior to implementation.
- Developed functional technical documentation, end user workflow guides, and reference materials to support system changes, implementations, and ongoing application support.
- Evaluate training effectiveness through user feedback, workflow observations, and performance metrics to increase provider adoption of system enhancements.

JUNE 2020 – SEPT 2022

EMR/EHR Analyst | Conviva Care Solutions | Remote

- Managed end-to-end implementation of eClinicalWorks systems, including requirements gathering, configuration, testing, and go-live support.
- Translated clinical and business requirements into functional system solutions, improving provider efficiency and system usability.
- Collaborated with cross-functional teams, including IT, operations, and vendors, to resolve system issues and optimize application performance.
- Supported user adoption by identifying pain points, facilitating working sessions, and implementing workflow enhancements.
- Participated in UAT, system validation, and post-implementation optimization to ensure high-quality solution delivery.

MAY 2012 – DEC 2022

EMR Consultant | Nuance | Multiple U.S. Locations

- Delivered provider-focused training for Epic, Cerner and Nuance Dragon applications, emphasizing efficient documentation workflows and compliance standards.
- Served as a key liaison between clinical users and technical teams, advocating for provider needs and improving system usability.
- Developed comprehensive training materials and documentation to support large-scale system implementations and upgrades.

- Supported go-live and post-go-live stabilization efforts, ensuring minimal disruption to clinical workflows.
- Contributed to optimization of voice recognition and documentation tools, enhancing provider efficiency and satisfaction.

Skills

Clinical Documentation Systems • EHR/EMR systems • Epic: OpTime, Anesthesia, CLIN DOC, CPOE • Cerner: PowerChart • eClinicalWorks • eClinicalMobile • Soarian Clinicals • Nuance Dragon (DMO) • Sunoh AI • AthenaOne • MAK • Figma: Design, Make, Motion • Canva • Adobe Xpress • Wireframing & Prototyping • Usability Testing • Software testing, migration and go live support. • Stakeholder management • End User Education & Training • User research • User experience design

Education

MARCH 2026

Bachelor of Science User Experience Design | Western Governor's University

OCTOBER 2022

User Experience & User Interface Design Certificate | Google