VON CANE

Clinical Applications Analyst — Radiology & Clinical Systems

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PROFESSIONAL SUMMARY

Detail-oriented Clinical Applications Analyst with 9+ years of hands-on experience supporting, configuring, and optimizing radiology and clinical imaging systems across major production healthcare environments (including Mayo Clinic and Southwest Medical Imaging). Deep domain expertise in **PACS administration, DICOM data integrity, and HL7 interface troubleshooting** across the end-to-end lifecycle of an imaging exam. Proven track record of managing Level 2 support, accelerating clinician onboarding, and collaborating directly with radiologists and vendors to minimize operational friction and maximize system availability. Adaptable self-starter adept at balancing competing demands in fast-paced environments, with full flexibility for on-call rotations and off-hours coverage.

CORE COMPETENCIES

• **Clinical Applications & PACS:** PACS Support & Configuration, Radiology/Teleradiology Workflows, Image Routing & Archiving, Upgrade Testing & Validation
• **Healthcare Interoperability:** DICOM Data Integrity, HL7 Interfaces, Downstream System Workflows, Modality Troubleshooting
• **Operations & Service Delivery:** Level 1/2 Escalation Management, SLA & SOP Compliance, Cross-Functional Liaison, Vendor Relationship Management
• **Technical Ecosystem:** Zendesk Incident Tracking, SQL Database Querying, Advanced Excel Reporting, Cloud-Based Software Deployments

PROFESSIONAL EXPERIENCE

Agentic AI Contractor | Independent Consultant — Phoenix, AZ *Sep 2025 – Present*

- **Optimized fragmented client clinical applications and workflows** by deploying customized digital dashboards, eliminating 3 core operational bottlenecks.
- **Led end-to-end digital migration strategy** for healthcare and enterprise clients transitioning from outdated analog processes to cloud-based software, sustaining zero operational downtime during rollout.
- **Accelerated user-adoption rates by 25%** by designing intuitive workflow interfaces and delivering targeted, hands-on remote training to non-technical end users.

Administrative Support Specialist | Southwest Medical Imaging — Scottsdale, AZ *Jan 2021 – Sep 2025*

- **Resolved 30–50 complex radiology technical and imaging workflow issues daily** via full-cycle Zendesk ticket management, consistently exceeding 98% of strict SLA targets.
- **Authored 12+ clinical SOPs and application training documents** that reduced system onboarding friction for incoming radiologists, technologists, and clinical staff.
- **Served as primary technical liaison** between medical staff, software developers, and external PACS/imaging vendors to drive rapid resolution of cross-functional application anomalies.
- **Executed SQL queries and advanced Excel data analysis** to isolate root causes of repeating system anomalies, preventing recurring application downtime and ensuring high system availability.

Records & Operations Coordinator | Advanced Diagnostic Group — Jacksonville, FL *Sep 2016 – Nov 2020*

- **Managed high-volume medical imaging and documentation distribution** across multiple clinical systems, preserving 100% data integrity during time-sensitive acquisitions and exam routing.
- **Conducted root cause analysis on multi-tier platform and clinical application failures**, implementing automated corrective workflows that decreased operational clerical errors by 15%.

Radiology Imaging Assistant | Mayo Clinic — Rochester, MN *Mar 2013 – Sep 2016*

- **Maintained strict data accuracy across time-sensitive imaging schedules** and clinical operations orders, actively supporting continuous, uninterrupted daily radiology workflows.
- **Collaborated daily with radiologists, technologists, and multidisciplinary medical teams** to provide software and administrative application support directly impactful to high-quality patient outcomes.

EDUCATION & CERTIFICATIONS

- **Associate Degree, General Studies** | Florida State College at Jacksonville
- **Google Project Management Certificate** | In Progress (Targeting PMP Pathway)
- **Medical Billing & Coding Certificate** | Keiser University