



# ANGIE SPOTO

## PROFILE

I am a doctoral researcher studying creative writing at the University of Glasgow, nascent web developer, and erstwhile healthcare IT project director.

## CONTACT



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angiespoto.com  
uncoveredartistry.com  
shetlandcreate.com

## EXPERTISE

Healthcare IT  
IT management  
Project management  
Client relations  
Storytelling  
Digital content  
Tutoring & training  
Editing

## SOCIAL MEDIA

f /uncoveredartistry

@uncoveredartistry

@Angie\_Spoto

## EXPERIENCE

### RESEARCHER

*Digital Creativity Labs, University of York | July 2017 - September 2017*

Summer school scholarship recipient, studying Mixed Initiative Creative Interfaces, a little-explored area of research about the intersection between artificial intelligence and creativity. Created a digital library using Wordpress.org tools while conducting a systematic literature review of academic papers.

### DIGITAL CONTENT MANAGER

*Uncovered Artistry, uncoveredartistry.com | April 2010 - present*

Design and maintain the charity's website using Wix.com. Manage the blog and social media sites, including Medium, Pinterest, Twitter and Facebook. Collaborate with marketing team to produce digital content for the website and social media outlets.

### EDITOR & DESIGNER

*Shetland Create, shetlandcreate.com | January 2016 - September 2016*

Produced, designed and edited a digital and print literary magazine supporting the Shetland creative community and hosted launch events in Shetland and Glasgow.

### HEALTHCARE SOFTWARE PROJECT MANAGER

*Epic Systems | July 2012 - July 2015*

Managed a team of 30 to create a healthcare software for Dutch hospitals, tracked the project's progress and reported regularly to senior management. Regularly hosted video conference meetings and produced digital training materials. Specialised in data analytics and reporting.

### Implementation Director for the Nederlandsfundamentalsysteem (NFS), Netherlands

- Managed a team of 30 to create a foundational system as a basis for all Netherlands Epic customers.
- Conveyed complicated technical processes in sales documentation, PowerPoint presentations, and customer communications.
- Wrote and managed project plan to guide current and future implementations.
- Conducted office-wide initiative to increase clinical content in the NFS to benefit current and installing customers while promoting future sales.
- Monitored project to improve scheduling optimization tools to aid customer customization.

### Implementation Director for Children's Medical Center of Dallas in Dallas, Texas

- Managed the pilot implementation of ambulatory check-in kiosks.
- Monitored budget for all installing applications.
- Conducted formal progress reports and budget meetings with client leadership.
- Liaised across patient access, clinical and billing teams to streamline the kiosk workflow.

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## HEALTHCARE SOFTWARE PROJECT MANAGER (CONT.)

### **Application Coordinator for AMC & Vrij Medical Center in Amsterdam, Netherlands**

- Managed a team of 8 application analysts for the admission and registration modules.
- Trained new project managers and assisted with the scheduling software implementation throughout the project.
- Coordinated the implementation of cross-functional areas such as patient movement and inpatient scheduling.
- Modified the software to suit the needs of the Dutch market, particularly addressing the uniqueness of a joint installation between two academic medical centres.

### **Application Coordinator for Edward Hospital & Health Services in Naperville, Illinois**

- Managed a team of 8 application analysts throughout the implementation, focusing on the scheduling and admission modules.
- Communicated with departments and clinics to identify essential visit types, blocks, and pools necessary for streamlined template built.
- Assisted with build of scheduling templates, including go-live support that required on-the-spot template troubleshooting and system fixes.
- Conducted template built workshops with end-users and assisted end-user trainers.
- Provided go-live support to numerous clinics around the country to expand scheduling software experience and used this knowledge to aid in Edward's scheduling optimization efforts.
- Led the project's Reporting Team and conducted data analysis, report build, testing, and training, specializing in patient movement, registration and scheduling report build and testing.

## AWARDS

**DC LABS STUDENTSHIP, UNIVERSITY OF YORK** 2017

**THE WALTER AND ANNE WYATT MEMORIAL PRIZE** 2017

**COLLEGE OF ARTS PGR SCHOLARSHIP** 2016 - 2019

**UNIVERSITY TRUST INTERNATIONAL LEADERSHIP SCHOLARSHIP** 2015 - 2016

**CAPSTONE AWARD FOR EDWARD HOSPITAL** 2013

## EDUCATION

**LAKE FOREST COLLEGE** 2012

Bachelor of Arts, English Writing & Business Management with Distinction

**UNIVERSITY OF GLASGOW** 2016

Master of Letters, Creative Writing with Distinction

**UNIVERSITY OF GLASGOW** 2019

Doctorate in Fine Arts, Creative Writing