



Translating Epic Experience on your Resume

Many people leaving Epic aren't sure how to translate their experience to align with their next role. Failure to do this could mean that your resume gets passed over when applying for a new job. The most important tip to keep in mind is to write about your experience as it pertains to the job you want and not as a running list of things you previously did.

Role Titles

Epic has a lot of unique roles like BFF, Technical Coordinator, and Implementation Director. These labels aren't intuitive for outsiders and *you don't have to use them*.

Use a more generic title to describe your experience: Project Manager, Technical Services, or Quality Assurance Tester. These might seem vague, but they're a concise way to communicate core job functions to employers unfamiliar with Epic. You will still get a chance to describe specifics and breadth of experience in the bullet points below.

Epic Speak

Remove application names, system acronyms, industry jargon and hospital names from your resume unless you're applying to a job in the healthcare industry. Replace these with "application", "customer", and other less industry-specific language.

If you're unsure of what counts as "Epic terminology", read job descriptions for the type of role that you're interested in. Notice how they describe the responsibilities and, more importantly, see what language you're using that they aren't. By swapping out Epic terms for the language used in these descriptions, you can tailor your experience to the specifics a hiring manager values, increasing your likelihood of getting an interview.

Responsibilities

Consider the role you're applying for and the qualities they value. Use this to reframe your Epic experience.

Instead of focusing on who you worked for, the application, or integrated area that you worked on, focus on your core job responsibilities in those areas.



Here are a few translated examples:

Led and managed an HB account workflow for a research medical hospital by developing a toolset optimized for MyChart guarantor collections.

to

“Led the implementation of an online solution by gathering requirements, obtaining leadership buy-in, and managing the project plan”

This example shows how to highlight the responsibilities involved in leading the project instead of what the project did or who it was for.

“Reconciled billing office workflows for two existing Epic platforms to standardize workflows”
to

“Standardized workflows across multiple departments and systems by analyzing current state processes, aligning similarities, and incorporating industry best practices”.

The focus highlights what happened in the process of reconciling workflows and elaborates on skills that are relevant for a job outside of healthcare IT.

“Managed a team of 5 people for HODs, a team of 10 for clinical workflow review, and a team of 3 people for security during Health System X’s implementation”

to

“Managed multi-disciplinary teams of up to 10 people; oversaw task delegation, team progress, and project plan updates”.

In this example, we’re moving away from using healthcare terms and instead focusing on what tasks manager was responsible for while managing the teams.

Highlighting Skills

Many resumes now have a Professional Summary instead of an Objective section at the top of the first page. The professional summary is a great way to speak to your soft skills and professional growth. Include 3-5 sentences at the start of your resume speaking to the attributes the new role is looking for like excellent communication, being a team player, technical abilities, etc.

In addition, having a highlights section is helpful to make sure the key takeaways are easily found. Often shown as a column on either side of the resume, these short bullet points can highlight your major accomplishments, traits, technical skills, and/or certifications.



We recommend making your resume as easily readable as possible. Using a summary and highlights section will help showcase your experience in an effective way.

John is a technical services expert with 8+ years of experience supporting live systems and implementing updates. His deep understanding of business operations and technical solutions allows him to bridge the gap between customers and internal development teams. John is able to creatively find solutions to complex questions and anticipate risk areas.

Professional Summary example

Formatting

Avoid summarizing experience under headers relating to your client since those names don't carry the same weight outside the industry. Keep the information under "Project Manager" and other titles you held for integrated areas. Have a bullet point about how many projects you've worked on with any interesting or impressive details about them (budget or team sizes for example). Then, consolidate the responsibilities you had on each of those projects into a single bullet point about that responsibility.

"Managing Consultant

- Testing lead for ABC Healthcare Organization
 - Wrote testing plans, coordinating teams, and managed deadlines
- Interim leader for revamped testing project at Health System Z
 - Managed 5 analysts, wrote testing plans, and managed deadlines"

to

"Testing Lead

- Responsible for the success of testing at two clients; led teams of 5 analysts through test script creation and execution while meeting all deadlines"

The bullets in the updated example show how to consolidate redundant points and flush out the responsibilities you had in the distinct roles.

Carex has resume experts who are eager to work with you on creating the perfect resume. Let us know how we can help you land your next amazing opportunity!