

SHELLEY BEHEN

CONTACT INFORMATION

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TECHNICAL SKILLS

- SQL
- HL7 Messaging
- HTML/CSS
- JavaScript, ReactJS
- Python
- Django & DRF
- Git
- Heroku

SOFTWARE

- ieMR
- CHARM
- iPharmacy
- eLMS
- ScripTraker
- Jira
- Axosoft
- Microsoft Office and SQL Server
- HBCIS
- iPM
- WebPAS
- SimDay
- Health Director
- Medical Director
- Insomnia
- VS Code
- Fred dispense

CAREER SUMMARY

- 27 years experience in Pharmacy specialising in oncology and information technology
- Skilled in creating technical and product documentation such as business cases, product specifications, functional design documents, enhancement requests, design overviews and release notes
- 12 years experience conducting small and large group training to doctors, nurses and clerical staff in CHARM oncology software, Electronic Medication Administration, ePrescribing, Clinical governance, Clinical Trials, GMP and GDP
- Extensive, practical experience in the implementation and application of ieMR and CHARM oncology software functionality within the clinical setting
- Experienced in conducting internal quality audits and systems safety analysis through regression, integration and smoke testing of product releases and changes

ACADEMIC BACKGROUND

University of New England
Advanced Diploma of Science, 2018

Cerner Millennium Foundations
Cerner, 2022

Microsoft Certified
Azure Fundamentals, 2022

AXELOS
ITIL 4 Foundation Certification, 2020

International Software Testers Qualification Board
ISTQB Certified Tester Foundation Level, 2020

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CAREER HIGHLIGHTS

- Clinical Project Lead on the implementation of HL7 External Ordering Interfaces for ICON Cancer Care and Queensland Health
- Provided project support for the delivery of new implementations of CHARM across multiple sites including Bendigo Health, Bass Coast Health and Far North Day Hospital
- Previous CHARM account manager for ICON Cancer Care, Queensland Health, Baxter Healthcare and Cabrini Private Hospital
- Coordinated and facilitated the CHARM User Group conference for over 70 clients
- Participant in the She Codes Plus coding bootcamp program

EXPERIENCE

Clinical Systems Support Specialist - Icon Group Queensland Health 2022 - present

- Provide specialist technical expertise and guidance within the Clinical Systems team; and professional advice to the Business, other Information Services teams and Management on the clinical (and associated) systems used across the Icon Group's Cancer Care divisions globally.

Applications Specialist - ieMR Queensland Health 2022 - 2022

- Provide effective change management, capacity planning, incident management, risk management and continuity planning utilising best practices in systems support and service delivery, within the ITIL framework
- Ensure end to end service delivery for enterprise systems within Queensland Health by establishing and maintaining highly effective working relationships with other technical specialists, application specialists, vendors and end users
- Assist in the ongoing development, maintenance and deployment of application specific guides, work instructions and technical documents.

Digital Health Educator Australian Digital Health Agency 2022 - 2022

- Responsible for driving and supporting locally tailored approaches to external provider education and adoption activities ensuring Agency-led projects and new product releases are coordinated and supported by targeted education that supports the implementation and sustainment of the Agency's digital health strategy

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REFERENCES

Jennifer Nancarrow
Queensland Health
Statewide System Manager CHARM
PH: 0418 185 575
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Jacqui Betteridge
Citadel Health
Client Services Team Lead, CHARM
PH: 0409 168 681
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Jacqui.Betteridge@citadelhealth.com.au

EXPERIENCE

Client Account Manager/Senior Clinical Applications Specialist, Citadel Health, 2018 - 2021

- Managing second level clinical problem determination and resolution, researching, and recommending trouble shooting workflows for clients, administration tasks and providing advice and support to sites in accordance with the service level agreements
- Assist in the development and implementation of training packages
- Conducting internal quality audits

Advance Scope Pharmacy Technician/Associate Team Leader Cancer Care Queensland Health, 2015 - 2018

- Co-ordinate operational management of the Pharmacy Support Staff located in the Cancer Care satellite
- Provide support, mentoring, training and supervision to less experienced Pharmacy Assistants/Technicians
- Dispensing of inpatient, discharge and outpatient prescriptions using iPharmacy, HBCIS, ieMR and CHARM

Training Coordinator Baxter Healthcare, 2006 to 2012

- Organising and presenting group and individual training
- Conducting competency assessments for initial, probation and annual performance reviews
- Conducting pharmacy specific GMP training, including manual updates
- Identifying training gaps or areas requiring additional training
- Responsible for the performance and quality of site training teams
- Reviewing and updating training material as required