

DIANA N. LIECHTY

EXPERIENCE

Senior Implementation Specialist – HubSpot 2016– 2018

- Collaborated with BET to advocate and prioritize internal tool functionality requirements on behalf of my team
- Developed and delivered internal-facing training resources to promote success with new tools and processes
- Trained and provide day-to-day job advice to new team members on job efficiency and funnel management
- Ran call listening sessions and reviewed peer communication strategies to support team members developing deeper relationships with customers
- Mentored 3 new IS team members through their new hire projects and guided their growth in core job skills
- Planned and hosted Direct Services-wide events to promote collaboration in solving for customer success

Inbound Implementation Specialist – HubSpot 2015– 2016

- Managed customer onboarding success, driving an average 5 app adoption of 72% at 90 days
- Designed and delivered a customer facing Campaign infographic resource, promoting better understanding of onboarding inbound methodology
- Selected to represent the Implementation Team for the Inbound Angels program, proposing a team specific solution to increase onboarding customer NPS scores by leveraging the Inbound conference
- Appointed as IS Culture Squad Chairperson to organize and communicate internal team activities promoting team bonding and HubSpot culture

Project Manager/Implementation Consultant – Epic Systems 2012– 2014

Client Project Management

- Implemented the Physician Ordering application for an eight-hospital system, undertaking Epic's largest Inpatient project with 40+ specialties, by gathering requirements, proposing solutions, building, and testing, resulting in 50 streamlined Inpatient workflows from multiple legacy systems.
- Coordinated cross-app workgroups with a 35+ customer team and C-Suite, Project Team, Ambulatory, Scheduling, and Training Leads to meet government regulations and incentive programs.
- Championed client development requests, creating next-version improvements for 3 distinct workflows.

Internal Contribution

- Appointed to lead the Ophthalmology specialty area, analyzing information from 4 physician groups and 2 other applications to produce company-wide Ophthalmology recommendations and new project tools.
- Consolidated Epic-wide physician specialty build and generated a cohesive system for managing content build, reducing the cost and number of meetings for physician Subject Matter Experts by 25%.
- Provided at-elbow support and solution consultations at eight distinct Epic sites, facilitating project teams to meet Key Performance Indicators.
- Absorbed and effectively used over 10 modules in 2 years earning certificates for EpicCare Inpatient and Reporting 2010, 2012, and 2014 with experience supporting OpTime (Surgery), Radiant (Radiology), Cupid (Cardiology), Stork (Labor), Beaker (Lab), ASAP (E.D.), and Ambulatory (Outpatient) 2012.

Personal Assistant / Child Care Provider – Vida Management 2011– 2012

- Organized and digitized medical billing charts for employer's clients.
- Proposed, planned, and executed weekly excursions and coordinated with employers schedule resulting in on-time and on-budget events.
- Responsible for the health and safety of employer's daughters, aged twelve and eight.
- Provided math and language tutoring, improving homework completion and quality.

High School Teacher's intern – Skyline High School College Outreach Spring 2011

- Created 24 new lesson plans, exercises, and tests tailored to the learning needs of two high school classes resulting in a 10% average improvement in class grades, and 25% improvement from students at risk for failing.
- Tracked content absorption in classrooms using standardized metrics, validating new teaching strategies.

EDUCATION

University of California, Berkeley

2012

Bachelor of Arts in History, additional coursework in Pre-Dental Studies

Honors Thesis on East German cinema and the evolution of the Hitler Youth Generation

ADDITIONAL SKILLS/INTERESTS:

HTML, CSS, JavaScript, Microsoft Office

Conversational in French and German: Studied in Germany, Exchanges to France and Japan

Avid cook/ribbon-winning pie-maker, world traveler, trombone/ guitarist, Social Planner

Volunteer and activist: Big Sister with the BBBS of Boston, Amnesty International member for social justice