

Ejoke Ekpagha

Healthcare Technology Implementation | Clinical Informatics | Health Informatics

Atlanta, GA | ekpaghadaniel@gmail.com | (404) 940-9156 | [linkedin.com/in/ejoke-ekpagha](https://www.linkedin.com/in/ejoke-ekpagha)

Health Technology Implementation & Clinical Informatics professional with 7+ years of experience bridging clinical operations and healthcare technology to improve workflow efficiency, technology adoption, and operational performance. Experienced in implementing healthcare technology solutions, optimizing laboratory workflows, collaborating with clinical and IT stakeholders, and delivering end-user training across diverse healthcare environments. Completing a Master of Science in Health Informatics with graduate-level experience in health information systems, systems analysis, healthcare interoperability, SQL, Python, and healthcare analytics.

EXPERIENCE

Field Application Specialist — Healthcare Technology Implementation Jul 2024 – Present **Copan Diagnostics**

- Lead end-to-end implementation and deployment of Copan WASP, WaspLab, UniVerse, and URiVerse laboratory automation solutions, integrating new technology into existing clinical workflows while minimizing operational disruption.
- Troubleshoot complex hardware, software, and workflow issues through root cause analysis, partnering with engineering, service, and software teams.
- Design and deliver end-user training programs that improve technology adoption, workflow efficiency, and user confidence across diverse healthcare environments.
- Evaluate laboratory workflows and operational performance post-implementation, improving client throughput by an average of 15% through workflow redesign.

Medical Laboratory Technologist Nov 2022 – Jul 2024 **Northside Hospital Atlanta**

- Led implementation and workflow integration of the Siemens Atellica chemistry platform, coordinating software troubleshooting, validation, staff training, and cross-functional collaboration.
- Performed root cause analysis of instrument and workflow issues, reducing system downtime by 20% while improving operational reliability.
- Partnered with IT and multi-disciplinary stakeholders to validate laboratory software integrations and maintain accurate LIS data exchange.

Medical Laboratory Technologist Aug 2020 – Sep 2022 **ARUP Laboratories**

- Analyzed laboratory supply utilization trends and implemented inventory management improvements that reduced shortages by 30%.
- Led root cause analysis for laboratory data discrepancies, implementing corrective actions that reduced error rates by 2.5%.
- Developed a data-driven inventory management process, reducing waste by 15% and improving procurement efficiency.

Program Coordinator / Director Apr 2018 – Dec 2019 **HJG Peer Mentoring**

- Directed cross-functional teams responsible for planning, budgeting, logistics, and execution of large-scale organizational initiatives.
- Increased mentor recruitment by 15% and mentor retention by 30% through strategic program development.

EDUCATION

Master of Science in Health Informatics — Boston University Expected Aug 2026

Bachelor of Science in Biology (Neuroscience) — Brigham Young University 2019

CERTIFICATIONS

ASCP Technologist in Chemistry (C, ASCP)

SKILLS

Electronic Health Records (EHR) · Health Information Systems · Laboratory Information Systems · HL7/FHIR · Healthcare Interoperability · Clinical Decision Support · Laboratory Automation Systems · SQL · Python · JSON · Data Analysis · Data Validation · Requirements Gathering · Business Process Analysis · Workflow Analysis · UML Modeling · Technical Documentation · Change Management · Microsoft Excel/PowerPoint/Word · Visual Studio Code · Salesforce