

**Cayla Fauver**  
82 Princeton St.  
Medford, MA 02155

## **Skills and Software:**

**Skills:** PACS/RIS design and implementation, DICOM, HL7, radiology workflow

**Medical software:** AMICAS PACS, AMICAS RIS, Rhapsody, E-Film, Agfa IMPAX, Agfa RIS, QuadRIS.

**Software:** UNIX/Linux, Windows Server 2000/2003 & 9x/2000/XP, Mac OS X, Solaris, SQL, Oracle, DB2, MS-SQL, MySQL, PostgreSQL, Perl, Apache, IIS, TSM/RSM.

## **Relevant Experience:**

### **AMICAS Implementation Engineer**

Boston, MA  
April 2007 to Present

**General Summary:** Installed, configured, and deployed new PACS and RIS systems. Acted as liaison between development and implementation engineering. Member of PACS beta programs. Implemented the largest AMICAS clients to date. Assisted colleagues with Rhapsody/interface design.

**Detailed Tasks:** Provided technical assistance during the implementation phase of new PACS/RIS projects; Advised clients on best workflow practices in conjunction with AMICAS software; Designed and deployed custom HL7 mappings and manipulations via a Rhapsody interface engine; Assisted clients in data migrations; Coordinated implementation of SAN, network, document, and dictation systems; Integrated with foreign PACS/RIS vendors; Provided internal technical support and managed issue escalation to development; Wrote technical documentation regarding new workflow and products; Consulted by Product Management on new functionality design; Managed and implemented add-on orders for existing clients.

### **AMICAS Technical Support Analyst**

Boston, MA  
Jan 2006 to April 2007

**General Summary:** Provided top tier technical support for AMICAS PACS clients. Handled escalations from lower support tiers. Planned and performed PACS upgrades for clients. Managed Rhapsody support.

**Detailed Tasks:** Supported PACS administrators, radiologists, and IT personnel with all aspects of the AMICAS PACS; Worked independently on emergency overnight issues; Managed OS, DB and system recoveries; Performed Rhapsody upgrades and configuration changes; Migrated data and studies from previous systems and DBs; Diagnosed performance issues; Assisted radiologist with workflow issues; Trained PACS administrators in best practices and maintenance; Managed archive recovery projects; Integrated new modalities and radiology systems into client's PACS; Wrote internal support documentation.

### **Maine Medical Center PACS Systems Coordinator/Systems Analyst**

Portland, ME  
June 2000 to October 2005

**General Summary:** Provided help-desk / on-call support for all of the department's SUN/Dell servers, modality equipment (CR/CT/MR/US scanners, AGFA PS/PRID stations), radiologist workstations, end-user desktops and all radiology applications including the RIS, PACS, and Web1000 for 200+ end users at 4 different hospitals and over 10 remote satellite sites.

**Detailed Tasks:** Worked with vendors to implement upgrades including a chief role in MMC's transition from QuadRIS to Agfa RIS; Created custom software for radiologist peer review, radiologist on-call review, and technologist QC review; Implemented a system to quickly identify unread studies and return those studies to the appropriate radiologist; Designed reports that tracked study/report turn around time to pinpoint the source of any slowdowns; Maintained a QC database of patient, study information and access logs for performance analysis, internal security usage, HIPAA compliance, and trend analysis; Prepared and analyzed department data for trends in system usage and areas of improvement; Trained radiologists, technologists, clinicians, and administrators.

## **References:**

Available Upon Request