

John Norris

JOHN@JOHN-NORRIS.NET

The Internet / Oregon, USA

Biomedical Informaticist Effective in community, management, business processes, technology, people, thinking outside the box, adding value.

Manage

Managed 15 people, including database programmer, administrative assistants, and customer support representatives. | Performed hiring and exit interviews, issued promotions, performance reviews, dealt with confidential Human Resource issues. | Experienced working within salary, budget, and performance matrices.

Communicate

Authored "The Growth and Direction of Healthcare Support Groups in Virtual Worlds" peer reviewed article Journal of Virtual World's Research. | Created a healthcare support group 'portal', helping organize ~80 support groups with outreach. | Certified online Peer Support Specialist | Tweets healthcare social media ideas and hyper-local info. | Demonstrated excellent customer facing skills, including difficult situations and trained and mentored others. | Created self help and maintenance processes for knowledge bases, FAQ's, email templates, web, and phone tree. | Directed training for customer relations tools, oversaw trainers. | Conducted training individually, with groups, and tele-learning. | Blogging since 2002. | Panelist at Stepping into Virtual Worlds, Health.

Technical

Updated a virtual world healthcare support portal; adding metric reporting, calendar, taxonomy, guest feedback, privacy, and an evidence based collection of groups. | Created and oversaw email processes which handled over 900 messages a day, including business routing, auto-answers, metric reporting, between multiple offices and overseas. | Developed highly successful Inter/Intranet support websites and knowledge bases for over 300 products. | Consulted as usability expert, worked closely with corporate web developers and their management. | Increased efficiency and added value to business processes with people and technology.

Understand

Published researcher focused on patient/patient and patient/provider communication. | Paper topics include: asynchronous patient/provider communication, identifying experts in online healthcare communities, personal health records, detailing sophisticated patient/provider communication tools, and the true cost of lost or stolen personal health information to a HIPAA covered organization. | Independent research on healthcare support groups, including those in the virtual worlds of Second Life, There, Kaneva, and IMVU.

History

2002- Present

Biomedical Informaticist, support groups blogger. | Virtual worlds healthcare community researcher and organizer, consultant. | Healthcare microblogging | College Student. | Volunteer at local hospital (ambulatory surgery area). | Volunteer at local elementary and middle schools. | Stay-at-home dad.

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History cont.

1999-2002

Manager of Support Technology. SONICblue Inc. Application Manager, Business Analyst, Management, Training for Customer Support. Consumer electronics. Inter/Intranet, email applications, chat, CRM phones, knowledge bases, performance matrices, reporting, liaison to I.T. department, Enterprise Resource Planning.

1995-1999

Customer Care Supervisor. SONICblue Inc. Managed customer service representatives on phones, email, chat, and fax.

Customer Care Representative. SONICblue Inc. Attained Technical Lead position, Liaison to engineering department. Achieved excellent customer relation marks.

Education

Biomedical Informatics Certificate. Graduate program. Oregon Health and Sciences University.

Medical Terminology and Bodily Systems Certificate. Linn Benton Community College.

Masters of Fine Art, Utah State University. (Emphasis: Containers of Information)

Bachelor of Art, Philosophy. University of California. (Emphasis: Analytical-ordinary)

More

-  john-norris.net (<http://john-norris.net>)
-  [Linked in Profile](http://www.linkedin.com/in/johnnorris) (<http://www.linkedin.com/in/johnnorris>)
-  [@John_Norris](http://twitter.com/John_Norris), [@CorvallisHealth](http://twitter.com/CorvallisHealth) (http://twitter.com/John_Norris, <http://twitter.com/CorvallisHealth>)
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