

School of Global Health Management and Informatics
University of Central Florida
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PROFESSIONAL SUMMARY

Health information technology educator and internship director with over a decade of experience leading academic programs, building partnerships, and implementing electronic health record and enterprise information systems at the University of Central Florida. Skilled in curriculum innovation, project leadership, and mentoring students for success in the health IT workforce.

EDUCATION

- Master of Science (MS)** in Healthcare Informatics, May 2011
University of Central Florida, Orlando, FL
- Outstanding Student Award
- Bachelor of Science (BS)** in Neurobiology and Behavior, May 2008
University of California Irvine, Irvine, CA
- Robert H. Avnet Award for Biological Sciences

ACADEMIC APPOINTMENTS

- Associate Instructor** Aug 2020 – Present
School of Global Health Management and Informatics,
University of Central Florida, Orlando, FL
- Internship Director** for MS Healthcare Informatics Oct 2014 – Present
and BS Health Information Management Programs
- Provide strategic oversight of internship operations, including site evaluations, contract negotiation and management, student advising, and competency tracking to ensure program effectiveness and accreditation compliance.
 - Build and sustain partnerships to expand placement opportunities, align projects with program requirements, and enhance student career readiness. Advise students on workplace conduct and internship strategies to support both academic success and long-term employability.
- Instructor** Oct 2014 – Aug 2020
Department of Health Management and Informatics
- Adjunct Instructor** Aug 2011 – Oct 2014

TEACHING EXPERIENCE

Instructor of Record for Graduate Courses:

- HIM6927: Healthcare Informatics Internship Orientation
- HIM6947: Healthcare Informatics Internship

Instructor of Record for Undergraduate Courses:

- HSA4191: Fundamentals of Health Information Technology
- HIM4998: Management Affiliation Orientation
- HIM4838: Management Affiliation

All courses listed are certified Quality Courses by the UCF Center for Distributed Learning and are currently under review for High Quality designation

UNIVERSITY AND COLLEGE SERVICE

- Project and Technical Lead**, *QuantumIT InPlaceSoftware* for the College of Community Innovation and Education (CCIE) May 2018 – Present
- Collaborated across multiple units in CCIE to evaluate systems and recommend the top product; presented options to the Dean, who appointed me as project manager for implementation.
 - Directed technical integration with UCF enterprise systems (PeopleSoft, single sign-on), ensuring secure and seamless data exchange.
 - Provide ongoing technical leadership, vendor management, and system customization to support accreditation standards and evolving program requirements.
 - Strengthened experiential learning infrastructure by optimizing tracking, approval, and reporting workflows for hundreds of student internships annually.

DEPARTMENTAL SERVICE

- Technical Lead**, *Salesforce Information Technology, RFP* Sept 2024 – Present
- Lead strategy and requirements development for a Salesforce-based internship management system.
 - Evaluate vendor proposals, ensure security compliance, and guide system design for scalability and long-term adoption.
- Project Lead**, *Invado Solutions Implementation* Jul 2023 – Sept 2024
- Directed system implementation, data migration, and vendor coordination.
 - Developed faculty training and streamlined workflows, automation and reporting to improve usability.
- Member**, *UCF – Orlando Health EPIC EHR Partnership* Jul 2023 – Present
- Represent UCF in the Orlando Health EPIC training partnership, collaborating on the design and delivery of interactive training materials.
 - Provide insight into UCF's functional requirements, making recommendations on hosting and optimizing rich media to enhance instructional delivery.

<p>Technical Lead, SCORM to Canvas LMS Integration Team</p> <ul style="list-style-type: none"> • Advocated for instructional value of SCORM (Sharable Content Object Reference Model) integration to UCF leadership. • Resolved security concerns with IT and CDL, successfully restoring SCORM functionality to enable Orlando Health EPIC training modules and strengthen the partnership. 	<p>Sep 2023 – Aug 2024</p>
<p>Member, Teaching Advisory Committee</p>	<p>Jan 2023</p>
<p>Presenter, Graduate Curriculum Committee</p> <ul style="list-style-type: none"> • Presented curriculum updates and advocated for creation of a dedicated pre-internship course, emphasized the need to provide students sufficient time to secure meaningful placements that strengthen professional readiness and employability. 	<p>Feb 2021</p>
<p>Member, Masters Healthcare Informatics Student Admissions Committee</p>	<p>2020 – 2021</p>
<p>Program Manager and UCF Student Director, Intelligent Health Association (IHA) at HIMSS Conferences</p> <ul style="list-style-type: none"> • Ensured the success of the Intelligent Health Pavilion by coordinating UCF student participation, optimizing engagement opportunities, and managing onsite logistics. • Supervised student training on vendor technologies and facilitated hands-on experience with emerging health IT solutions, aligning students' interests with vendor products and services to create mutually beneficial outcomes. 	<p>2017 – 2020</p>
<p>Project Lead, COHPA Competencies and Outcomes Project</p> <ul style="list-style-type: none"> • Identified an opportunity to enhance program directors' ability to audit the use and application of competencies across their programs. • Designed and developed an audit tool for faculty and program directors to track and monitor competency deployment within courses. • Built the system in PeopleCode with integration into UCF's LMS (Canvas), enabling real-time performance dashboards for both students and faculty. • Directed overall development of the competency management tool for college-wide outcomes tracking and compliance reporting. 	<p>2017 – 2019</p>
<p>Member, AdventHealth– UCF Open House Planning Committee</p> <ul style="list-style-type: none"> • Supported planning of joint AdventHealth–UCF recruitment and outreach events. • Helped coordinate logistics, student engagement, and promotional materials. 	<p>2016 – 2018</p>
<p>Member, Health Services Administration Internship Coordinator Search Committee</p> <ul style="list-style-type: none"> • Advised on desired qualifications and functional responsibilities for the internship coordinator role. • Supported candidate evaluation and provided recommendations to inform the final selection. 	<p>2016</p>
<p>Analyst, EHR Selection Committee for UCF Health Services (formerly UCF Pegasus Health)</p> <ul style="list-style-type: none"> • Conducted EHR vendors evaluations and advised on workflow design, regulatory compliance, and training requirements. • Ensured system capabilities aligned with the needs of both administrative and clinical users. 	<p>Oct 2015</p>

Member , <i>MS Healthcare Informatics Search Committee</i>	Oct 2015
Presenter , <i>Undergraduate Course Review Committee</i>	Nov 2015

PROFESSIONAL SERVICE

<p>EHR Consultant, <i>Apopka Farmworkers Clinic - MedPACT</i></p> <ul style="list-style-type: none"> Advised a nonprofit clinic on EHR selection, implementation, and workflow redesign with zero budget. Provided technical support for networking, firewall, and data security. Supported go-live operations, offering real-time troubleshooting and user training. 	Apr 2018 – Apr 2019
<p>Data Analyst, <i>HIMSS Health Information Exchange Common Practices Survey</i></p> <ul style="list-style-type: none"> Analyzed national survey data on health information exchange (HIE) adoption practices. Contributed findings to HIMSS reports highlighting trends in interoperability and provider adoption. 	2012
<p>Member, <i>Regional Extension Center's Meaningful Use Implementation Committee</i></p> <ul style="list-style-type: none"> Served as subject matter expert on EHR adoption and federal Meaningful Use requirements. Assisted in guiding implementation strategies for Central Florida healthcare providers. 	May 2013
<p>Project Lead, <i>HealthARCH – FL State HIE Committee</i></p> <ul style="list-style-type: none"> Directed UCF HealthARCH's contribution to the Florida State Health Information Exchange. Developed strategies enabling Florida providers using disparate EHR systems to connect to and share data with the statewide HIE. 	May 2013
<p>Project Lead, <i>Implementation Strategy for FL Direct Secure Messaging for Small Medical Practices</i></p> <ul style="list-style-type: none"> Designed deployment strategy for secure messaging services to improve care coordination. Trained providers on adoption and compliance with federal secure communication standards. 	Jun 2013
<p>Project Lead, <i>HealthARCH Million Hearts Augmented Reality (AR) Campaign</i></p> <ul style="list-style-type: none"> Led development and deployment of augmented reality education tools for the Million Hearts Campaign. Presented project outcomes in Washington, D.C., ONC conference highlighting innovative use of AR in patient engagement. 	Jul 2013
<p>Member, <i>Central Florida RHIO's Technical Workgroup</i></p> <ul style="list-style-type: none"> Participated in regional health information exchange planning, provided technical expertise on interoperability and data governance. 	Jul 2013
<p>Member, <i>UCF Regional Extension Center's (REC) Post-Grant Sustainability Committee</i></p> <ul style="list-style-type: none"> Contributed to strategies for financial and operational sustainability following the conclusion of federal REC grants. 	Aug 2013

- Project and RFP Manager**, *Children's Home Society of Florida EHR Technology Committee* Sept 2015
- Directed RFP process for Children's Home Society's EHR system selection.
 - Evaluated vendor proposals, coordinated multi-stakeholder input, and ensured compliance with clinical and administrative requirements.
 - Presented recommendations to executive leadership, shaping the organization's technology strategy and implementation path.

AWARDS AND HONORS

- Outstanding Student Award**, UCF Masters Healthcare Informatics Program May 2011
- Robert H. Avnet Award for Biological Sciences**, UCI Neurobiology Program Jun 2008

PROFESSIONAL DEVELOPMENT

- FCTL Summer Conference Grant – \$800 Jul 2015
- IDL6543 Professional Development for Online Teaching –\$2500 Jan 2015

CERTIFICATIONS

- CHTS Implementation Manager**, American Health Information Management Association (AHIMA) Jul 2013
- CompTIA A+ Certified** Jan 2004

PUBLICATIONS

1. **Ton, S.**, Noblin, A., Cortelyou-Ward, K., Nunez, V. (2016). Enhancing Patient Care and Care Coordination using Event Notification Systems. *Journal of Cases on Information Technology*, 18(1), 17–27.
2. Noblin, A., Cortelyou-Ward, K., **Ton, S.** (2011). Electronic Health Record Implementations: Applying the Principles of Monitoring and Controlling to Achieve Success. *The Health Care Manager*, 30(1), 45–50.
3. Agrawal, A., **Ton, S.**, Tay, J. (2009). Increased Reactivity of Dendritic Cells from Aged Subjects to Self–Antigen, Human DNA. *The Journal of Immunology*, 182, 1138–1145.

PRESENTATIONS

1. Ton, S. (2014, Aug.). *Using Augmented Reality for Health Education*. Office of the National Coordinator's National Conference, Washington, D.C.
2. Ton, S. (2014, Feb.). *What is Health Information Exchange and Why We Need It?* UCF Regional Extension Center's Technology Conference, Orlando, FL.

POSTERS

1. **Ton, S.**, Hou, S., Gonzalez, J. (2021). Pivoting Health Informatics and Administration Internships during COVID-19. AUPHA Annual Conference 2021, 2021

PANELS AND WEBINARS

1. Dixon, K., Fuentes, E., Gonzalez, J., Elswick, S, **Ton, S.** (2021, Aug) *Professionalism and Career Prep* [Panel Presentation]. Webinar, UCF School of Global Health Management and Informatics. Available at: <https://www.youtube.com/watch?v=LbRaEAAucUE>
2. Duong, P., Quintana, I., Noblin, A., Elswick, S, **Ton, S.** (2021, Aug) *Partnerships in Healthcare* [Panel Presentation]. Webinar, UCF School of Global Health Management and Informatics. Available at: <https://www.youtube.com/watch?v=AJuLYurtiY>

INDUSTRY / PROFESSIONAL EXPERIENCE (SELECTED)

Assistant Director of Information Technology

UCF HealthARCH - UCF College of Medicine, Orlando, FL

May 2013 – Sept 2013

- Led IT initiatives to ensure provider compliance with ONC Meaningful Use requirements, standardize workflows, and support organizational goals.
- Recommended technologies to guide analysts in helping small practice providers adopt and implement EHR systems.

Business Development Strategist

UCF HealthARCH - UCF College of Medicine, Orlando, FL

May 2012 – May 2013

- Directed initiatives to expand client base, create fee-for-service programs, and launch new revenue streams through strategic partnerships.

Clinical Analyst

UCF HealthARCH - UCF College of Medicine, Orlando, FL

Dec 2010 – May 2012

- Supported physician practices in EHR adoption and Meaningful Use compliance, serving as a subject matter expert in workflow analysis, process redesign, and practice optimization through health IT.

Electronic Health Records Systems Analyst

NCG Medical, Inc., Orlando, FL

Mar 2010 – Dec 2010

- Developed, tested, and deployed proprietary EHR systems; configured customized solutions based on individual client needs.

Chief Technology Officer

Lili Lam O.D. & Associates, P.A., Orlando, FL

Sept 2008 – Present

- Co-founded and built private optometry practice, overseeing incorporation, IT infrastructure, and in-house development of proprietary practice management and EHR systems.
- Directed operations across staffing, compliance, contracting, accounting, and reporting, while managing all IT functions to ensure sustainable growth and regulatory compliance.

Chief Operating Officer

Brainfox Media Services, Inc., Las Vegas, NV

May 2001 – Nov 2004

- Directed operations including database administration, website optimization, digital marketing, and customer retention.
- Developed a pay-per-click revenue model enabling competitive bidding for results ranking and built partnerships to expand organic search visibility.
- Helped negotiate the sale to a larger marketing firm, securing favorable benefits and continuity for clients and staff.