

# Andrew Hope

---

Data Engineer | Healthcare • San Diego • [AndrewDHope@gmail.com](mailto:AndrewDHope@gmail.com) • [AndrewDHope.com](http://AndrewDHope.com) • [GitHub](https://github.com)

## PROFESSIONAL SUMMARY

---

Versatile support engineer trained in data aggregation, modeling, and visualization. Trusted lead on business intelligence development, database systems engineering, web integration design, and digital healthcare delivery. Seeking a culture of accountability, engagement, and pace.

## WORK EXPERIENCE

---

### Epic Systems – Verona, Wisconsin

**Business Intelligence Developer – Clinical analytics, data aggregation, cognitive computing** **August 2022 – Present**

- Developed high-volume SQL reports, metrics, and extracts to customize and extend the Epic Cogito reporting suite.
- Led iterative design sessions to resolve clinical report requests for Stanford Health Care, Mass General Brigham, New York-Presbyterian Hospital-Columbia and Cornell, and others.

**Technical Integration Analyst – Telemedicine, patient experience, population health** **January 2017 – August 2022**

- Rapidly scaled the UC Davis Health telemedicine program to handle a 4000% demand surge during the COVID-19 pandemic.
- Designed the patient and provider experience for UC Davis Health's [Express Care](#) program for on-demand virtual urgent care.
- Launched a predictive analytics metric, including visualization and calibration, to estimate patient risk of hospital admission.

**Technical Operations and Support Lead – Enterprise installation** **November 2013 – December 2016**

- Directed the technical implementation of the enterprise electronic medical records system for Hartford HealthCare.
- Technical project manager through the design, build, testing, go-live, and support phases of a multi-wave implementation.
- Led a team of 20+ technical analysts to customize Hartford HealthCare's use of the Epic platform by offering adaptive configuration, precise interfaces, insightful reports, continuous releases, and efficient workflow design.

**Technical Solutions Engineer – Web and mobile applications** **February 2011 – December 2016**

- Provided advanced technical support and strategic planning for [Epic's web portal](#), [mobile application](#), and [web service host](#).
- Crafted strong, multi-year relationships with customer analysts through proactive, responsive, and supportive communication.

## TECHNICAL SKILLS

---

- |   |  |
|---|--|
| • Analytical reporting, computation – R, SQL, SAP | • Application development – JavaScript, Node.js, JSON            |
| • Database analysis, scripting – Linux, NoSQL, M  | • User experience (UX) design – HTML, CSS, jQuery                |
| • Business logic deployment – C#, F#, ASP.NET     | • Data manipulation and visualization – Excel, Power BI, Tableau |

## EDUCATION

---

**University of Pittsburgh, Pittsburgh, PA**

**Bachelor of Science in Industrial Engineering – *cum laude*** **December 2010**

- Relevant coursework: Statistical Testing & Regression, Logistical Optimization, Simulation Modeling, Stochastic Methods.

**Johns Hopkins University on Coursera**

**Data Science Specialization in R** **July 2018**

- Relevant coursework: Exploratory Data Analysis, Statistical Inference, Regression Models, Practical Machine Learning.