Andrew Hope

Data Engineer | Healthcare • San Diego • AndrewDHope@gmail.com • AndrewDHope.com • GitHub

WORK EXPERIENCE

Epic Systems, Verona, WI

Analytics Consultant – Cognitive computing and population health   **January 2017 – Present**

- Data aggregation specialist. Leverage versatile skills to sync business intelligence with clinical application development.
- Design and deploy custom pipelines to merge external patient data into an enterprise data warehouse.
- Design and implement KPI metrics and dashboards to monitor clinical quality and regulatory compliance.
- Launched a predictive analytics metric, including visualization and calibration, to estimate patient's risk of hospital admission.
- Write and distribute database queries and utility scripts to increase the efficiency of the application development team.

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.
- Areas of ownership included: datacenter sizing; version control; workstation deployment and testing; performance monitoring.
- 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.
- Managed escalations between Hartford HealthCare executives and directors, and Epic's product leads.

Technical Services – 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.
- Implemented an [open scheduling solution](#) for Stanford Healthcare, allowing patients to schedule directly with specialists.
- Advised engineers at Partners Healthcare in their development of a [custom mobile application](#) built on an Epic API library.
- Crafted strong, multi-year relationships with Epic customers through responsive, proactive, and empathetic communication.

TECHNICAL SKILLS

- Analytical reporting, computation – R, SQL, SAP
- Database analysis, scripting – M, NoSQL, Bash
- Business logic troubleshooting – C#, VB, ASP.NET
- Security administration – SSL, SAML, LDAP, AD
- Process monitoring – Wireshark, Fiddler, ProcMon
- Web design and programming – HTML, XML, CSS, JS, jQuery
- Web server administration – IIS, PowerShell, Git, VMware, Windows Server 2012, Web Services
- Data manipulation and visualization – Excel, Access, Visio, PowerPoint, Crystal Reports, WebI, Tableau

EDUCATION

University of Pittsburgh, Pittsburgh, PA

Bachelor of Science in Industrial Engineering   **December 2010**

- GPA: 3.450; *cum laude.*
- Relevant coursework: Information Systems Engineering, Statistical Testing & Regression, Logistical Optimization, Stochastic Methods in Operations Research, Simulation Modeling, Decision Models, Lean Productivity, Engineering Management.

Johns Hopkins University on Coursera

Data Science Specialization in R   **July 2018**

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