

Andrew Hope

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PROFESSIONAL SUMMARY

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

WORK EXPERIENCE

Epic Systems, Verona, WI

Technical Integration Analyst – Telemedicine and patient experience

May 2019 – May 2020

- Rapidly scaled the UC Davis Health telemedicine program to handle a 4000% demand surge during the COVID-19 pandemic.
- Developed and deployed a COVID-19 patient symptom checker to auto-schedule video visits for high risk patients.
- Designed the patient and provider experience for UC Davis Health's [Express Care](#) program for on-demand virtual urgent care.

Analytics Consultant – Data aggregation, cognitive computing, and population health

January 2017 – May 2019

- Designed and deployed custom pipelines to merge external patient data into an enterprise data warehouse.
- Launched a predictive analytics metric, including visualization and calibration, to estimate patient risk of hospital admission.
- Designed and implemented KPI metrics and executive dashboards to monitor clinical quality and regulatory compliance.

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: data center 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.

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](#).
- Advised developers at Stanford Healthcare and Partners Healthcare to leverage Epic APIs for custom application extensions.
- Crafted strong, multi-year relationships with Epic customers through responsive, proactive, and empathetic communication.

TECHNICAL SKILLS

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|---|---|
| • Analytical reporting, computation – R, SQL, SAP | • Web design and programming – HTML, XML, CSS, JS, jQuery |
| • Database analysis, scripting – M, NoSQL, Linux | • Web server administration – IIS, PowerShell, Git, VMware |
| • Business logic troubleshooting – C#, VB, ASP.NET | • Data manipulation and visualization – Excel, Access, Visio, PowerPoint, Crystal Reports, Webl |
| • Security administration – OAuth2, SSL, SAML, LDAP | |

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.