

Andrew Hope

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

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, WI

Business Intelligence Developer – Inpatient clinical reports and operational dashboards August 2022 – Present

- Led iterative design sessions to resolve clinical report requests for New York-Presbyterian Hospital-Columbia and Cornell.
- Developed custom SQL metrics, extracts, and reports to customize and extend the Epic Cogito reporting suite.

Technical Integration Analyst – Telemedicine and patient experience May 2019 – 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.

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.

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 responsive, proactive, and supportive communication.

TECHNICAL SKILLS

- | | |
|--|---|
| • Analytical reporting, computation – R, SQL, SAP | • Application development – JavaScript, Node.js, AJAX, XML |
| • Database analysis, scripting – Linux, NoSQL, M | • Server administration – IIS, HTTP, OAuth2, REST APIs |
| • Business logic troubleshooting – C#, F#, ASP.NET | • Data manipulation and visualization – Excel, Access, Visio, |
| • User experience (UX) design – HTML, CSS, jQuery | PowerPoint, Power BI, SSRS, Crystal Reports, 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.