Colton Ambrose

Professional Summary

Experienced **System Engineer** with 8+ years of hands-on expertise troubleshooting, installing, and configuring complex healthcare IT infrastructure. Adept at providing technical support while diagnosing and resolving trouble tickets and system issues. Outstanding track record of collaborating cross-functionally to expedite resolutions, maximize uptime, and minimize disruptions during system transitions. Additional skills include backup and recovery strategies, remote management tools, and new feature integration.

Work Experience

Cerner | Kansas City, KS
System Engineer | August 2017 – Present
- Enhanced IT capacity for 100+ hospitals by implementing CareAware software upgrades, ensuring seamless integration, improved functionality, and system uptime
- Balanced competing priorities and correctly sequenced software integrations while collaborating closely with clients, containing downtime during transitions to less than 3 hours
- Performed extensive onsite upgrades and troubleshooting, successfully resolving client issues while maximizing client satisfaction
- Built strong working relationships and robust communication channels between clients and cross-functional departments, resulting in an improvement in ticket and incident response time
- Diagnosed and resolved complex issues encountered during software upgrades and implementations

Cerner | Kansas City, KS
Technical Solution Analyst | June 2015 - August 2017
- Led end-to-end project management for 5+ Engineers tasked with analyzing technical issues, developing solutions, and providing technical support
- Closed an average of 50+ configuration tickets each month for health Information Technology clients, ensuring timely and complete resolution of issues while optimizing system functionality
- Communicated effectively with clients via phone, email, chat, and remote access to correctly diagnose and solve issues, achieving a 90% client satisfaction rating
- Collaborated cross-functionally with multiple departments to support clients and expedite solutions
- Wrote scripts for a new auto-login tool for healthcare IT portals that resulted in a reduction in login time, enhanced network security, and improved the user experience (UX)

Skills

System Engineering, IT Infrastructure Maintenance, Technical Support, System Installation & Configuration, Network Troubleshooting, Time Management, Software/Hardware Installation, Incident Management

Technologies

Cerner CareAware Suite, Cerner Fetalink, CCL, Linux, Microsoft Office Suite, MySQL

Education

Bachelor of Science in Business Administration, Computer Information Systems
University of Central Missouri – Warrensburg, MO