

MICHAEL BIANCHI

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Enthusiastic and curious IT professional with demonstrated analytical skills, creative problem solving, and excellent customer service. Looking to transition into the field of cloud computing after a year of enriching global exploration and self-teaching.

EDUCATION

B.A. Economics, B.A. Asian Studies

St. Olaf College

早稲田大学 / Waseda University (Exchange)

May 2014

Overall GPA: 3.50/4.00

Overall GPA: 4.00/4.00

TECHNICAL STRENGTHS

Wide breadth of knowledge of technical systems, including web frameworks, procedural and object-oriented programming languages, and enterprise/application infrastructure

Computer Languages Caché/M (Professional), Ruby, Python, C/C# and JavaScript

Software & Tools HTML, CSS, Linux/UNIX, Bash, SQL, Git, Epic, AWS

Certifications AWS Certified Solutions Architect - Associate

AWS Certified Developer - Associate

Epic (EpicCare Ambulatory, Healthy Planet, Bridges Interface,

Clarity Data Model, and Nurse Triage)

RELEVANT EXPERIENCE

International Learner

June 2016 - Present

Wanderbydesign.co - Global

- Self-hosting, developing custom front end design, and copy-writing for my personal travel blog
- Learning Amazon Web Services infrastructure, full stack web framework, and network security principles through courses and personal projects
- Conversing with locals and other travellers, developing long-lasting connections, and witnessing the differing backgrounds and values we all share

Technical Services Engineer

June 2014 - June 2016

Epic - Verona, WI

- Provided excellent, dedicated application support for three large healthcare organizations
- Worked closely with leadership to implement large-scale projects, including product add-ons, software upgrades, hospital rollouts, and Meaningful Use compliance
- Developed utilities and coordinated individualized outreach and recommendations for 100+ customers to achieve their population health and Accountable Care goals
- Formed a Technical Services development team and coordinated efforts to develop and release highly requested functionality not in the scope of our primary R&D team
- Served as an automation and efficiency guru for Epic staff specializing in AutoHotkey and Caché scripts
- Mentored new hires in customer-facing interactions, technical systems, and personal career growth
- Assisted Epic's Translation team with urgent projects and various automation/data scraping utilities
- Received the Zapp Brannigan award for exceptional internal support