

# LUKE THOMPSON

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## PROFESSIONAL SUMMARY

Adept technical problem solver with ability to ascertain and synthesize new and developing information in pursuit of customer satisfaction and solutions. Focused on the human factor of business with the comprehension that success starts with the customer's experience. Excellent at bridging the gap between technical experts and non-technical parties in need of concise, but accurate info.

## SKILLS

- Technical Problem Solving
- Design and Execute Testing
- Balancing Shifting Priorities
- Escalation Management
- Customer Relations
- Conveying Complex Ideas
- Effective Communication
- Long/Short Term Issue Tracking

## EXPERIENCE

JULY 2019 - FEBRUARY 2021

*Technical Solutions Engineer | Epic System Corporation | Madison, Wisconsin*

- Established and maintained excellent relationships with three full customer IT teams
- Consistently led clients to technical solutions ranging from simple to highly complex
- Translated complex software concepts/processes into thorough, yet concise, explanations suitable for non-technical staff
- Collaborated with customer leadership to analyze system inefficiencies, propose multiple resolution paths, and implement their ideal solution
- Effectively communicated known issues and solution options proactively to customers
- Performed line by line analysis of the product's back end code
- Provided excellent after hours and bridge line support to ensure customer success when upgrading their software to include new functionalities or physical sites
- Facilitated cooperation between relevant subject matter experts and customer leadership to enable quicker solutioning
- Assured expedient turnaround with customer tailored solutions, particularly when handling escalations where proper patient care was at risk
- Acquired experience coding in MUMPS over the course of two weeks in order to effectively identify root cause issues in our product.

## EDUCATION

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University of Virginia  
Charlottesville, Virginia  
2015-2019

*Bachelor of Arts: Music*

- Involved with Chi Alpha Student Ministry
- Performed frequently with the University Singers
- Performed frequently with CHoosE Acapella