Thomas W. Kupferer, Jr.

Healthcare & Technology Professional

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Professional Profile

Healthcare and technology professional with over 20 years of experience and a strong foundation in the health informatics industry. Backgrounds in healthcare and technology informed a deep understanding of patient care, complemented by technical proficiencies in EHR systems, statistical analysis, and programming with Python, R, SQL, Minitab, and C++. Committed to applying this multifaceted skill set to drive innovation and growth in health informatics as a doctoral student.

Education

05/2021 – 12/2023	**Master of Science, Health Informatics** *University of Illinois Chicago – Chicago, IL*	• 3.85 GPA
01/2017 – 12/2017	**Computer Science & Programming** *McKendree University - Lebanon, IL*	• 3.52 GPA • *Completed 8 credit hours*
08/2012 – 02/2016	**Osteopathic Medical School** *University of Pikeville - KCOM - Pikeville, KY*	• Withdrew to pursue health informatics career • *Completed 107 credit hours*
06/2009 – 05/2012	**Pre-Med, Biomedical Science** *Southern Illinois University - Carbondale, IL*	• 3.41 GPA • *Completed 77 credit hours*
08/2005 – 05/2007	**Master of Arts: Higher Education Administration** *New York University - New York, NY*	• 3.63 GPA
08/1998 – 05/2003	**Bachelor of Arts: Psychology** *McKendree University - Lebanon, IL*	• 3.585 GPA

Doctoral Research Interests

To research and develop cutting-edge solutions that address the following:

- **The Opioid Crisis**: Development of predictive models with response mechanisms and feedback systems using data aggregation with real-time analysis, integration, and communication interfaces
- **Population Health Crises**: Strategizing data-driven approaches and technological innovations to manage and mitigate impacts of widespread health emergencies like the COVID-19 pandemic
- **EHR Interoperability**: Innovating seamless health data exchange solutions across various EHR platforms

Professional & Research Experience

08/2024 – *Present*	**Ph.D. Student and Research Assistant** *Case Western Reserve University – Cleveland, OH* • Complete first-year research lab rotation prior to selection of mentor and lab for duration of PhD program • Conduct cohort study on the incidence and prevalence of opioid overdose events in patients with major depressive disorder or bipolar disorder.
07/2019 – 07/2024	**Marketing Data Analyst & Project Manager** *Studio Network Solutions – St. Louis, MO* • Utilized market research tools and techniques for comprehensive data analysis • Conducted data analysis and reports to share insights and support marketing and sales strategies with top-level decision-makers • Developed data visualization dashboards to streamline stakeholder access to complex data • Analyzed customer acquisition data and marketing campaign performance, driving efficiency improvements

07/2016 – 07/2019	**Samsung Entertainment Expert and Sales Consultant**
	Best Buy, Edwardsville, IL

- Achieved top 5% sales ranking with revamped sales strategies
- Applied consultative sales techniques to understand and meet customer needs

01/2012 – 07/2016	**IT Technician and Medical Assistant**
	Murphysboro Family Medicine Clinic, Murphysboro, IL

- Implemented and trained staff for electronic medical record system
- Improved healthcare data management
- Reviewed patient medical history, used informatics tools for data collection and analysis
- Diagnosed and solved on-site and remote hardware, software, and network issues

05/2010 – 12/2011	**Undergraduate Research Assistant - Physiology**
	Southern Illinois University – Carbondale, Carbondale, IL

- Conducted genomic research on Rhox homeobox gene cluster
- Contributed to reproductive cancer-related data
- Utilized advanced analytical software for data analysis
- Maintained rigorous data documentation

08/2009 – 10/2011	**IT Technical Support Specialist**
	Southern Illinois University - Carbondale, Carbondale, IL

- Explained technical information in accessible terms to non-technical users
- Resolved diverse technical issues across multiple systems and applications
- Promoted efficient resolution of system issues

Accomplishments

05/2007	**Arch Award, New York University**

- *Given to one graduating master's student for record of service to school, faculty, and students*
- *Presented by Dr. Mary Brabeck, Dean of the Steinhardt School of Culture, Education, & Human Development*

05/2003	**Who's Who Among American College Students, McKendree University**
05/1999 – 05/2003	**Dean's List (Fall & Spring), McKendree University**
06/2000	**Technos International Week Award, Technos International College,** *Tokyo, Japan*
02/1998	**Eagle Scout, Boy Scouts of America**

Skills

- Health Informatics Systems Management
- Medical and Biological Knowledge
- Information Technology Infrastructure Design and Components
- SQL, R, Minitab, C++, and Excel
- Research Methods
- Effective Communication Skills

Affiliations

2021 – *Present*
2021 – *Present*
2023 – *Present*

- American Medical Informatics Association (AMIA)
- The American Health Informatics Management Association (AHIMA)
- The Health Information Management Systems Society (HIMSS)