

Alex Goldsmith

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EXPERIENCE

• Epic

Technical Solutions Engineer

Madison, WI

Dec. 2019 - Jun. 2021

- **Customer success:** Ensured continued success of 6 hospital system organizations live on Epic's registration and real-time eligibility applications through dozens of major software upgrades.
- **Customer service quality:** Consistently maintained a success rate (greater than 90%) for First Response Time targets within the top half of the application support team.
- **Technical support:** Investigated technical bugs encountered by customers via code walkthroughs, application testing, and code debugging. Provided customer-accepted resolution of 100% of submitted issues.
- **Project consulting:** Collaborated with customer IT teams to implement new features and develop specialized workflows.
- **Incident escalation:** Owned high-impact customer issues from discovery to resolution, including issues within other Epic applications.
- **Technical documentation:** Documented customer requirements, technical bugs and broken workflows, application functionality, and user feedback.
- **Mentorship and advising:** Provided technical expertise to a customer implementation project, while mentoring the customer's long-term support engineer.

EDUCATION

• University of Wisconsin-Madison

Professional Capstone Certificate in Computer Sciences

Madison, WI

Dec. 2020 - present

• Clemson University

Master of Arts in Economics

Bachelor of Arts in Economics

Clemson, SC

Aug. 2018 - Dec. 2019

Aug. 2015 - May. 2018

PROJECTS

- **Astro static site migration:** Currently working on a project to migrate legacy e-learning site to a modern design. I am using the Astro framework (JAMstack architecture) to design and build the new site.
- **Badger Mental Health web and mobile application:** Participated in a team of 3 developers to create a web and mobile application with create/read/update/delete functionality for a course project. Stack included React front-end and NodeJS backend connecting to a document based database (Google Firebase).
- **Stack Overflow Survey Visualization:** Created a web application for a course project using PyScript, JavaScript, and SQLite. The Web application allowed users to query a database, and subsequently displayed a visualization.

TECHNICAL SKILLS

- **Programming Languages:** C++, Java, MUMPS
- **Scripting Languages:** Python, TypeScript, JavaScript
- **Front-end Frameworks:** React, React-Native, Svelte, Astro
- **Database Technologies:** SQL, SQLite, MySQL, SQL Server, MongoDB, Firebase, Relational & Document Models
- **Other Technologies:** NodeJS, Jest, Git, Docker, CMake, JSON, HTML, CSS, REST APIs, X12, LaTeX
- **Cloud Platforms:** Google Cloud Platform (GCP), Microsoft Azure
- **Other Languages:** Spanish: Limited working proficiency. ASL: Elementary proficiency.

SOFT SKILLS

- **Leadership skills:** Competent and flexible team-leadership via carefully considered emotional intelligence.
- **Organizational skills:** Capable time management through careful single-source of truth calendar use. Reliable task management with intelligent prioritization.
- **Communication skills:** Skilled written (email, support tickets, technical documentation) and interpersonal communication.
- **Creative skills:** Adept innovative and entrepreneurial skills combined with problem-solving acumen.