

ALEX GOLDSMITH

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WORK EXPERIENCE

SpectrumAi

Technical Solutions Engineer

Madison, Wisconsin

Dec 2022 - June 2023

- Managed go-live and software support for the firm's first customer.
- Owned and resolved customer issues from issue discovery through to code deployment.
- Resolved technical bugs via troubleshooting, design, implementation, testing, and deployment steps
- Developed and maintained multiple systems integration interfaces.

Epic Systems Corporation

Technical Solutions Engineer

Madison, Wisconsin

Dec 2019 - Jun 2021

- Ensured continued success of 6 hospital system organizations live on Epic's registration and real-time eligibility applications through dozens of major software upgrades.
- Consistently maintained a success rate (greater than 90%) for First Response Time targets within the top half of the application support team.
- Investigated technical bugs encountered by customers via methods such as code walkthroughs, application testing, and code debugging. Achieved customer-accepted resolution of 100% of submitted issues.
- Owned high-impact customer issues from discovery to resolution, including issues within other Epic applications.
- Documented customer requirements, technical bugs and broken workflows, application functionality, and user feedback.
- Provided technical expertise to a customer implementation project, while mentoring the customer's long-term support engineer.

EDUCATION

University of Wisconsin - Madison

Coursework in Computer Science

Madison, Wisconsin

Dec 2020 - August 2022

Clemson University

MA Economics

Clemson, South Carolina

Aug 2018 - Aug 2019

Clemson University

BA Economics

Clemson, South Carolina

Aug 2015 - May 2018

PROJECTS

ActivityPub Server *Nodejs, Qwik*

Web server implementing ActivityPub and Mastodon protocols as well as web client built with Qwik

Badger Mental Health *React-Native, Expo, Jest, Google Firebase*

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.

Stack Overflow Survey Visualization *JavaScript, PyScript, Python, SQLite*

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.

SKILLS

Programming Languages:	TypeScript/JavaScript, Python, C++
Front-end Frameworks:	Qwik, Nextjs/React
Database Technologies:	PostgresSQL, MySQL/MariaDB, MongoDB, Relational & Document Models
Cloud Platforms:	Cloudflare, Google Cloud Platform, Microsoft Azure
Other Technologies:	HTML, CSS, Git, Docker, REST, X12, LaTeX
Leadership:	Competent and flexible team-leadership using considered emotional intelligence
Organization:	Capable task and time management
Communication:	Skilled written and interpersonal communication across multiple modalities
Creativity:	Adept innovative and entrepreneurial skills combined with problem-solving acumen