Alex Goldsmith

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EXPERIENCE

- **Epic** — Madison, WI
  Technical Solutions Engineer — *Dec. 2019 - June 2021*
  - **Customer success**: Supported 6 hospital organizations live on Epic's registration and real-time eligibility applications
  - **Technical support**: Investigated technical issues encountered by customers via code walkthroughs, application testing, and code debugging. Documented solution and ensured successful resolution of the issue
  - **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** — Madison, WI
  Professional Capstone Certificate in Computer Sciences — *Dec. 2020 – present*

- **Clemson University** — Clemson, SC
  Master of Arts in Economics — *Aug. 2018 – Dec. 2019*

- **Clemson University** — Clemson, SC
  Bachelor of Arts in Economics — *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 of the returned results.

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, Firestore, Relational and 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.