Alex Goldsmith

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EXPERIENCE

- **Epic**   Madison, WI
  Technical Solutions Engineer   *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 techincal 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**   Madison, WI
  Professional Capstone Certificate in Computer Sciences   *Dec. 2020 – present*

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

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 prioritiztion.
- **Communication skills**: Skilled written (email, support tickets, technical documentation) and interpersonal communication.
- **Creative skills**: Adept innovative and entreprenurial skills combined with problem-solving acumen.