

# Alex Goldsmith

<http://www.linkedin.com/alexander-goldsmith>

Email : [gold.alex.smith@gmail.com](mailto:gold.alex.smith@gmail.com)

Mobile : +1-8644983481

## EXPERIENCE

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- **Epic**

*Technical Solutions Engineer*

Madison, WI

*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

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- **University of Wisconsin-Madison**

*Professional Capstone Certificate in Computer Sciences*

Madison, WI

*Dec. 2020 – present*

- **Clemson University**

*Master of Arts in Economics*

Clemson, SC

*Aug. 2018 – Dec. 2019*

- **Clemson University**

*Bachelor of Arts in Economics*

Clemson, SC

*Aug. 2015 – May. 2018*

## PROJECTS

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- **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).

## SKILLS

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- **Programming Languages:** C++, Typescript, Python, SQL, MUMPS
- **Technologies:** React, Jest, Git, Docker, CMake, RDBMS
- **Other Languages:** Spanish: Professional working proficiency. ASL: Elementary proficiency.