

# Alex Goldsmith

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## 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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- **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

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- **Programming Languages:** C++, Java, MUMPS
- **Scripting Languages:** Python, TypeScript, JavaScript
- **Database Technologies:** SQL, SQLite, MySQL, SQL Server, MongoDB, Firestore, Relational and Document Models
- **Other Technologies:** GCP, NodeJS, React, Svelte, Jest, Git, Docker, CMake, JSON, HTML, CSS, REST APIs, X12, LaTeX
- **Other Languages:** Spanish: Professional working proficiency. ASL: Elementary proficiency.