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

- **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).

PROGRAMMING SKILLS

- **Languages**: C++, Typescript, Python, MUMPS, HTML, CSS
  Technologies: React, Jest, Git, Docker, CMake
  Techniques: Object-oriented programming, source code version control (Git), relational and noSQL database technology, cloud computing (GCP), CI/CD tools (Gitlab)