ALEX MEACHAM
Solution Analyst

2013 East Cherry Street, Apt. 101 – Springfield, Missouri 65802
Alex_Meacham@outlook.com – (417) 379-3189

Optimistic, persistent, well organized achiever who excels under pressure and meets goals. Dedicated problem solver who needs little supervision and manages multiple priorities with ease.

WORK EXPERIENCE

Cerner   **January 2021 – Present**
Solution Analyst Tier 2   Remote (COVID)

- Assisted hundreds of hospitals using Cerner's network applications. Issues range from user errors to investigating and solving software-based issues with Cerner's PowerChart.

- Investigating techniques include running queries, researching, and analyzing multiple pieces of information to reach a resolution or pass to the next tier for backlogging.

- Doubled my ticket close goal in my first few months and have taken on more clients than my senior co-workers.

- Nominated to become a role coach after only 5 months in my role and I am actively training new analysts.

- Completed an intense background check for government clearance to work with Veterans Affairs and Department of Defense hospitals.

The Home Depot   **May 2016 – January 2021**
Lumber and Building Materials Associate   Springfield, Missouri

- Received sixteen different awards for outstanding customer service, building strong relationships with fellow associates and customers, and having strong leadership skills.

- Personally recognized by the district manager for doing superior work in creating more shareholder value.

- Worked in a high pace environment while exceeding goals and maintaining high productivity.

EDUCATION

Missouri State University – Springfield, Missouri   **Graduation Date: 5/2020**
Bachelor's degree in IT Infrastructure

RELEVANT COURSEWORK

- Fundamentals of Cybersecurity
- Cloud Computing
- Networking
- Programming language: Java, HTML, SQL