

Alex J. Meacham

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TECHNICAL SOLUTION ANALYST ◆ IT INFRASTRUCTURE◆ TEAM PLAYER

KEY COMPETENCIES

- Experienced IT professional with expertise in IT infrastructure, data analysis, consulting, and client support, consistently delivering effective solutions and driving client satisfaction.
- Thrives in collaborative team environments, leveraging expertise to enhance IT infrastructure success and contribute to organizational growth.
- Committed to continuous improvement, staying up-to-date with industry trends and technologies, and applying knowledge to deliver exceptional results.

PROFESSIONAL EXPERIENCE

ORACLE CERNER CORPORATION, Remote - Austin, TX

Oct 2022 – Present

TECHNICAL SOLUTION ANALYST

(*Oracle Cerner is a leading supplier of information systems for the healthcare industry*)

- Accountable for delivering technical support and resolving inquiries from nurses, doctors, and IT staff across 300+ healthcare facilities nationwide, ensuring adherence to Service Level Agreements (SLAs).
- Provide comprehensive support, utilizing security clearance to handle sensitive information, across more than 200 sites affiliated with the Veterans Association and Department of Defense.
- Chosen as a key participant in a federal round table alongside two Oracle Cerner Vice Presidents, aimed at addressing day-to-day challenges and exploring potential solutions.
- Proactively handle technical escalations to ensure timely resolution and effective problem-solving.

ORACLE CERNER CORPORATION, Remote - Austin, TX

Jan 2021 – Oct 2022

SOLUTIONS ANALYST

- Efficiently manage and prioritize a substantial ticket queue, ensuring 100% client satisfaction.
- Consistently exceed daily resolved ticket goals, averaging 12 closures per day to drive efficient resolution.
- Provide valuable training and mentorship to a team of Solution Analysts, ensuring their professional development and unwavering adherence to company standards while demonstrating strict compliance with industry regulations.

THE HOME DEPOT, Springfield, MO

May 2016 – Jan 2021

SENIOR SALES ASSOCIATE

(*The largest US home improvement retailer, renowned for extensive product offerings and exceptional customer service.*)

- Recipient of multiple customer service awards, recognized for consistently delivering exceptional experiences and fostering strong customer relationships.
- Trusted as a dependable support to the District Manager, providing valuable assistance in handling escalations and challenging situations.

EDUCATION

MISSOURI STATE UNIVERSITY, Bachelor of Science – IT Infrastructure, Springfield, MO

May 2020

- Dean's List, Spring 2020