

# ALEX J. MEACHAM

Technical Solution Analyst II | Oracle Health

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## Professional Case Studies Portfolio

A collection of real-world examples demonstrating leadership, technical expertise, and measurable impact in healthcare IT support for the VA, Department of Defense, and 2,500+ commercial healthcare facilities.

**1,506+**

Tickets Resolved  
(FY23)

**6,612+**

Client Communications  
(FY23)

**8**

Associates  
Trained

**#1**

Team Performance  
Ranking

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CASE STUDY 01

Building a High-Performance Team Under Pressure

THE CHALLENGE

The PowerChart FRT team was in crisis: down to just 3 associates with a new manager, facing a backlog of 200-300 tickets. With less than 6 months on the team, I needed to step up while simultaneously managing federal clearance onboarding for DOD/VA systems.

MY APPROACH

- Became a role coach immediately to accelerate new hire training
- Trained 2 associates simultaneously using a hands-on shadowing approach
- Created comprehensive documentation and email templates to standardize processes
- Implemented queue scrub sessions to prevent SLA misses
- Balanced training responsibilities while completing federal security clearance

THE RESULTS

Queue Reduced	Associates Trained	Current Team Size
300 → 156 tickets	8 associates	10+ associates

*"The associates I trained became fully aligned and later became trainers themselves, creating a sustainable knowledge transfer system for the team."*

## CASE STUDY 02

# Creating the Federal Support Knowledge Base

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### THE CHALLENGE

As the first associate cleared for the PowerChart\_FRT\_DOD queue, I faced a unique challenge: learning an entirely new ecosystem (DOD and VA operations) with no existing documentation or established processes for the federal support team.

### MY APPROACH

- Created a comprehensive Federal-specific OneNote knowledge base from scratch
- Documented unique federal processes, team contacts, and escalation paths
- Built guides, email templates, and go-live schedules for federal deployments
- Established a DOD-specific Teams chat for real-time knowledge sharing
- Consolidated information from wikis, DHA updates, and cross-team collaboration

### THE RESULTS

- ✓ Knowledge base shared with 13+ team members across multiple teams
- ✓ Became the go-to starting guide for newly cleared federal associates
- ✓ Recognized as top federal associate in closes and communication metrics
- ✓ Hand-selected for Federal Roundtable with Oracle Cerner VPs to discuss strategic improvements

*"When I was out in July, our Days in Backlog (DIB) more than doubled - demonstrating the direct impact of my engagement on team performance."*

## CASE STUDY 03

# Resolving Escalated Performance Issues with New Tools

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### THE CHALLENGE

A user experiencing persistent system slowness had escalated to the IRC (Incident Response Center) after multiple tickets. The user was frustrated, and traditional troubleshooting methods weren't identifying the root cause.

### MY APPROACH

- Exhausted standard troubleshooting: session playback, stability checks, and MTA analysis
- Discovered a federal-specific workbook/Tableau tool through SSO Teams channel
- Self-taught the new diagnostic tool and applied it to the investigation
- Identified abnormal Citrix latency spikes indicating a VPN/device issue
- Coordinated with CWX team to verify findings and implement solution

### THE RESULTS

Root cause identified: VPN connectivity issues requiring device replacement. The user received a new device and the issue was permanently resolved. More importantly, I now have an efficient methodology for investigating slowness and crashing tickets across the federal environment.

### Skills Demonstrated

Root Cause Analysis | Self-Directed Learning | Cross-Team Collaboration | Tool Adoption

CASE STUDY 04

# Managing Senior-Level Escalations During Coverage Gap

THE CHALLENGE

A System Analyst (senior technical role) went on a 2-week vacation, leaving a queue of ~10 tickets including several high-priority escalations. These tickets required more technical depth than my typical workload, and one was on the Stage 8 Federal Burndown list.

MY APPROACH

- Took full ownership of the senior analyst's queue while maintaining my own
- Prioritized escalations and provided proactive communication to all stakeholders
- Leveraged wikis, past tickets, and cross-team resources for technical depth
- Pushed daily on a Change Request escalation to maintain momentum
- Applied structured investigation methodology to unfamiliar ticket types

THE RESULTS

Escalations Cleared	Federal Burndown	Queue Impact
All but 1 resolved	Team removed from Stage 8 list	Zero backlog on return

## CASE STUDY 05

# Balancing Customer Pressure with Compliance Requirements

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### THE CHALLENGE

A Revenue Cycle toolbar shortcut was broken for some users. The end user insisted the fix didn't require approval and was visibly frustrated that I wouldn't implement changes immediately. However, making unauthorized configuration changes in a federal healthcare environment carries significant compliance risks.

### MY APPROACH

- Replicated the issue by switching to the user's position configuration
- Ran database queries to identify recent CONFIG changes to the toolbar
- Discovered the issue affected 5 positions, not just the one reported
- Identified a proven file path fix from engineer-level preferences
- Escalated to SSOs for proper approval despite customer pressure
- Coordinated VA tester validation before implementing changes

### THE RESULTS

The fix was properly approved and implemented. CONFIG now uses the improved file path as standard, preventing future tickets. More importantly, I maintained compliance integrity while still delivering a permanent solution to the customer's problem.

**Key Takeaway:** Doing the right thing sometimes means pushing back on customer demands to ensure proper process - especially in healthcare IT where compliance protects patient data.

## CASE STUDY 06

# Ensuring 508 Compliance for Visually Impaired Users

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### THE CHALLENGE

A ticket came in claiming Oracle Cerner was not 508 compliant (federal accessibility requirements). The user was upset that PowerChart offered nothing for visually impaired healthcare workers. In a Citrix environment, standard accessibility tools don't function normally.

### MY APPROACH

- Researched 508 compliance requirements through wikis and VA documentation
- Leveraged SSO Teams channel to identify the right compliance contacts
- Connected directly with accessibility SMEs to verify compliance status
- Identified existing third-party solution (ZoomText) already available to VA

### THE RESULTS

- ✓ Confirmed Oracle Cerner IS 508 compliant with documented alternatives
- ✓ Created email template for future accessibility inquiries
- ✓ Established clear escalation path for onsite ZoomText implementation
- ✓ Transformed upset customer into satisfied user with a clear solution

# PERFORMANCE METRICS

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## FY23 Key Performance Indicators (\* indicates team high)

Metric	Result	Ranking
Annual Ticket Closes	1,506	Team High*
Closes Per Day	5.91	Team High*
Outbound Communications	6,612	Team High*
Outbound Comms/Day	26.13	Team High*
24hr Initial Communication	75.13%	Team High*
Inbound to Outbound Response	73.61%	Team High*
14-Day SLA Make Rate	97.70%	Team High*
21-Day SLA Make Rate	99.36%	Team High*
30-Day SLA Make Rate	99.59%	Team High*

## Manager Review Highlights

"Alex has become an informal leader on the team... He has strong connections both within the team and with counterparts we interact with frequently."

"I greatly appreciate Alex's work ethic and his willingness to step up when called upon. He has become one of my go-to's for the Federal team."

"Seeing him grow from a TSA I to a TSA II was one of my highlights of the year. He has stepped up to learn multiple different troubleshooting techniques."

"Alex has a significant impact on the team, and this is felt whenever he is OoO for an extended period of time."

**Rating: EXCEEDS EXPECTATIONS**