

# Alex J. Meacham

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## TECHNICAL SOLUTION ANALYST II ◆ IT INFRASTRUCTURE

### KEY PERFORMANCES

- Recognized for the highest individual ticket closures and client communication volume across all Oracle Health support teams during a peak support period.
- Excelled among a team of 14 over the course of a year in achieving the best Service Level Agreement (SLA) attainment, consistently meeting targets with timely resolutions and strict adherence to organizational standards.
- Delivered the highest outbound communication volume and quickest turnaround response times among my team throughout the year, significantly enhancing customer engagement and support.
- Achieved the highest response rates for both inbound and outbound communications across all measured metrics when compared to my team.

### PROFESSIONAL EXPERIENCE

ORACLE CORPORATION, Hybrid - Austin, TX

Dec 2023 – Present

#### TECHNICAL ANALYST II

- Deliver advanced technical support for the Electronic Health Record (EHR) system used by the VA and Department of Defense, utilizing multiple diagnostic tools and software to investigate and resolve complex issues.
- Collaborate with various teams to troubleshoot and resolve technical issues, enhancing the efficiency of the support process.
- Provide 24-hour on-call support to the VA, DoD, and over 2,500 commercial healthcare facilities, diagnosing and resolving intricate system challenges.
- Leverage security clearance to access and manage sensitive data, including Protected Health Information (PHI) and Personally Identifiable Information (PII), ensuring compliance with HIPAA regulations.

ORACLE CORPORATION, Remote - Austin, TX

Oct 2022 – Dec 2023

#### TECHNICAL ANALYST

- 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).
- Selected 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 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 plus closures per day to drive efficient resolution.
- Provide valuable training and mentorship to a team of Solution Analysts, fostering their professional development and commitment to company standards while demonstrating strict compliance with industry regulations.

### EDUCATION

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