

# Andrew Nicholas Clement

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**SUMMARY** Electrical Engineer with professional work experience utilizing strong technical skills in the areas of programming and troubleshooting. Aspiring for a position which offers the opportunity to utilize computer programming skills to support customer products and services.

**EDUCATION** **University of Tennessee Chattanooga**, Chattanooga, TN  
**Bachelor of Science, Electrical Engineering**  
GPA 3.07/4.0

## EXPERIENCE

### *Technical Support Engineer*

2016-Current

Enevo

- Developed a new process to ensure Enevo's high priority customers' devices met required standards
- Monitored and supported Enevo's (Internet of Things) devices across 4 continents. (North America, Europe, Asia, and Africa)
- Developed an external customer portal to include over 20 knowledge base articles to educate customers on the Enevo Web application features.
- Provided documentation on Enevo Hub's Customer web application features and functionally featured in the customer learning portal
- Worked with Enevo's in house tools and industry tools to process and manage devices, including using Enevo's public and private API
- Created custom reports using MySQL for client usage

### *Application Support Engineer*

2015-2016

eTransX

- Supported and trained over 50 clients in the healthcare industry on full functionality of company's eTXchange Software, including EMPI Clinical Data Repository and Rules Engine, which exchanged medical records and information between hospitals and other medical facilities
- Configured complex implementations of integration and storage workflows based upon client need using eTXchange following HIPAA Privacy Rule requirements
- Maintained a 99.9% response time within the Service Level Agreement window for all clients
- Created articles for product functionalities which included performing maintenance tasks, new integrations, custom implementations and other software support for all customers
- Led for Health Information Exchange (HIE) Integration for the State of Alabama Medicaid
- Led for multiple major lab clients and large hospital systems across the U.S.
- Developed over 10 internal documents for the entire catalogue of support processes within the firm that can be leveraged for future projects and employee training
- Developed over 10 C# scripts to add custom capabilities based on client requests
- Configured and maintained applications' SQL Server and IIS backend for over 10 new installations and multiple current installations
- Provided and documented one-on-one training for non-technical staff on functionally and use of software for training new customers
- Performed quality assurance testing for company Windows and web applications. This testing included extensive stress testing to ensure functionality

### *Application Engineer*

2014- 2015

SS Energy Technologies

- Improved the IT infrastructure to support critical activities relevant to the business and enhanced security and efficiency
- Designed the software and hardware for a Human Machine Interface (HMI) Enclosure for controls between two different utility sources

- Led the development of a Microsoft Excel data importer to support sequence of an event recorder, which is used to help track potential causes for electrical events and is a new service SS Energy Technologies offers to their clients

### ***Power Quality Intern***

2011- 2013

Tennessee Valley Authority (TVA)

- Provided engineering support to clients in over 150 TVA substations across the Tennessee valley
- Managed the coordination of meter technicians and support personnel to maintain Power Quality devices
- Supported meter technicians through Power Quality hotline addressing issues and shipped configured replacement equipment when necessary
- Performed hands on fieldwork at TVA substations- replacing, repairing, and troubleshooting meter networking, hardware, and programing issues

### **CORE COMPETENCIES**

**Languages:** JavaScript, HTML, Microsoft Visual Basic, .Net, Assembly, C, and C++, MySQL, SQL

**Applications:** Autodesk Inventor, PSpice, AutoCAD, SolidWorks, Matlab, Microsoft Office, VMware vSphere, VMWare Workstation, Microsoft Remote Desktop Protocol, PowerWorld, StruxureWare Power Monitoring Expert 7, eSight Energy Power Management, LabVIEW, Microsoft SQL Server, Vijeo Designer

**Operating Systems:** Windows, Linux, Android, OS X

### **RELEVANT COURSEWORK**

#### **• Microprocessors Applications**

Covered practical microprocessor principles, programming, and interfacing. Design of programs for basic data acquisition and control using the TI-MSP430 microprocessor as a system component.

#### **• Electrical Instrumentation**

Basic principles of operation of commonly used sensors. Introduction to programming of virtual instruments using NI LabVIEW to acquire, condition, display, and control data from multiple sensors and programmable controllers.

### **CERTIFICATIONS**

Schneider Power Monitoring Expert Installation & Commissioning for System Integrators

Aveta Business Institute Six Sigma White Belt