TOMMY COWART

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TommyLCowart@gmail.com

I have 10 years of software experience with the SSI group. The SSI Group services the healthcare industry with cutting edge claims management software tools. During this time, I have always been striving to broaden my knowledge base by taking various computer language classes including obtaining a SQL beginner certification and a Google IT certification. I have made up for my lack of formal post-secondary education with hands on experience and self-paced certification classes. I have a drive to provide the best customer experience possible.

EXPERIENCE

2011 – PRESENT
SAAS SPECIALIST 1, THE SSI GROUP

- Strong work ethic with the ability to build lasting client relationships
- Coordinate multiple department communication to ensure smooth transitions from pre-go-live to post-go-live with excellent client communication
- Developed a thorough understanding of products featured by the company and their relevance to each client
- Work with senior team members to accomplish program enhancements
- Customize client software based on their specific specifications within a short time frame
- Maintain a high level of quality assurance support to all clients
- Collaborate with client teams to resolve technical and system related issues
- Voluntary member of company disaster team tasked with emergency client communications during normal shut down situations such as hurricanes
- Superior accuracy and quality assurance in maintaining data integrity and ensuring all client software runs in a timely manner without errors
- Pinpoint accuracy maintaining and correcting any issues with client submitted work orders
- Engage and implement new product launches and other initiatives across various departments
- Tier two member of the help desk tasked with scheduling, prioritizing, and building support requests after client
- Well known for my problem solving and troubleshooting skills to effectively resolve issues and often looked to for help by my coworkers in my department as well as other departments
- Knowledge of Microsoft Office
- Provide client support while analyzing large sets of data for errors, timing conflicts, and other discrepancies

EDUCATION

MONTH YEAR
FAULKNER STATE COMMUNITY COLLEGE
2001-2002

SKILLS

- **Google IT Certification**
- **SQL Data Analysis (Beginner)**

- **C# Beginner course**

References for Tommy Cowart

Lynn Wallace
Saas Manager
The SSI Group
4721 Morrison Drive
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Lynn Wallace was my supervisor for 8 years while I was in the Specialist I position.

Matt McGuire
Analyst 1
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Matt McGuire has been my coworker at The SSI Group for 8 years.

Matthew Cannedy
Specialist 1
The SSI Group
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251-345-0000
Matthew Cannedy has been my personal friend for 23 years and my coworker at The SSI Group for a year.

Matthew Hooper
Personal friend
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334-559-0821
Matthew Hooper has been a personal friend of mine for 20 years.