

# Conner Pierce

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LinkedIn

## EDUCATION

### University of Arizona

Bachelor of Science - Electrical and Computer Engineering

Tucson, AZ

August 2018 - May 2022

## SKILLS SUMMARY

### Technical Skills:

Software troubleshooting, hardware troubleshooting, front end development, reading code, software version upgrade support, script QA.

### Soft Skills:

Teamwork, leadership, writing, tutoring, learning, task management, escalation management, collaboration.

**Languages:** C, C++, Arduino, SQL, JavaScript, HTML, CSS, Vue.js, LaTeX

## EXPERIENCE

### Epic Systems

In-person

Technical Support Engineer (Full-time)

September 2022 - March 2024

- **Scheduling Expert:** Served as Epic point person for multiple customer teams of technical scheduling administrators as a Cadence expert. Cadence, MyChart, Prelude, STC, and User and Provider Provisioning certified.
- **Customer Service:** Provided strong support through proactive, responsive, and consistent updates on technical issues. Developed good standing professional relationships with customer team members.
- **Internal Team:** Investigated internally distributed issues to determine if my customers were affect and communicated internal issues to my customers when necessary.
- **Interdisciplinary Team Member:** Practiced soft handoffs when delegating tasks and efficiently managed incoming requests. Collaborated with adjacent teams such as MyChart and Prelude to troubleshoot complex issues, consistently delivering effective solutions through clear communication and teamwork.

### University of Arizona

In-person & Remote

Teaching Assistant and Tutor (Part-time)

August 2020 - May 2022

- **Workgroup Lecture Leader:** Led weekly workgroup sessions for an introductory physics course.
- **Tutor:** Developed lesson plans and conducted independent tutoring sessions for students.

## PROJECTS

### Personal Portfolio Website

Front-End Development

November 2024 - Present

- Designed and built a responsive portfolio website using Vue.js, HTML, CSS, and JavaScript.
- Implemented light/dark mode functionality with a custom theme toggle, refining the user interface for accessibility and style.
- Optimized site performance and usability by solving technical challenges related to layout, design, and functionality.
- Gained proficiency in leveraging ChatGPT to troubleshoot issues, generate workflows, and enhance outcomes.

## PERSONAL PURSUITS & ACHIEVEMENTS

### Rocket League Esports

- Competed at the collegiate level at the University of Arizona from 2020-2022.
- Placed first in a corporate charity league tournament comprised of teams from many companies.
- Maintain a top 0.1% global skill ranking.