Charles Santana

Oakland, CA 94601 (Cell) 707-479-1371

James.sant83@gmail.com

https://www.linkedin.com/in/charles-santana-a31b7221/

**Technical Skills:** APIs, Testing, JavaScript, HTML, CSS node express, MongoDB, PostgreSQL Epic Systems (ADT, Cadence, Revenue Cycle),

**Personal objectives:** Provide quality solutions, Management of proof of concept workflows, facilitation of process definition and implementation of products. Delivery of education of products and training to support teams and end-users. Work in support roles as needed to meet Service Level Agreements (SLA).

**WORK EXPERIENCE:**

**Independent Technical Consulting San Francisco, CA**

**Technical Analyst, 06/2016 – Current**

* Collaborated on projects focusing on logic, design and code development for proof of concept projects.
* Configured hardware and systems infrastructure to meet the needs of the project.

**Stanford — Lucile Packard Children’s Hospital, Menlo Park, CA**

**System Analyst - Ancillary Technology, 01/2016 - 06/2016**

* Worked under general direction of the System Technology PMO to implement and develop solutions to meet the needs of the business.
* Develop system design and interface specifications, identify solutions to business needs, and collaborate with all of the players to implement technology solutions
* Enhancements to existing technology systems
* Design specifications to support business system changes
* Assist implementation work with small project teams
* Responsible for the development of proposed system design and interface specifications.
* Assists in coordination of user/IT groups to identify solutions to business needs.
* Represent assigned client/application base to the IT department.

**Sutter Health**

**Epic Analyst, Applications I, 08/12/14 - 02/2016**

* Provided routine application and technical support for the product line in addition to providing triage and troubleshooting assistance to the product, and the customers.
* Monitors the systems for data quality, efficiency, operation, and data integrity and appropriately escalates issues/problems.
* Assist in system analysis, design, development, documentation, and configuration as well as testing and training of the product.
* Provided first-level support to end-users confirming proper operational workflows. Escalated issues to the appropriate team for system build, and break-fix problems.
* Developed test scripts based on operational workflows to support regression testing of new and modified code associated with upgrades.
* Implemented new products and modules to align with organizational goals with a focus on maintaining current workflows and developing new ones.

**Education:**

**General Assembly | San Francisco, A**

In progress Bootcamp in Software engineering immersive.

**Solano Community College | Suisun City, CA**

AA Film and TV, Student-Athlete Football Team

**Lassen Community College | Susanville, CA**

Completed general education, Student-Athlete wresting Team

**San Francisco State University | San Francisco, CA**

Completed Course work in broadcasting in upper-division education

**DeVry | University Fremont CA,**

Completed Course work in Business Management

**Certificates:**

Epic cadence Proficient