Emily X. Deng

Subclass 309 Partner visa - full work rights
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Education

UNIVERSITY OF TECHNOLOGY SYDNEY - Ultimo, NSW, AU   **Jul 2022 - Present**
Master of Interaction Design (Interaction Programming)
Relevant Coursework: Fundamentals of Software Development, iOS Development, Internet Programming

CASE WESTERN RESERVE UNIVERSITY - Cleveland, OH, USA   **Aug 2013 – May 2018**
Bachelor of Science in Chemical Engineering
Secondary Major in Environmental Studies | Minors in English, Civil Engineering

Experience

AVALIAS - Sydney, NSW   **Feb 2023 - Present**
Software QA Tester *(Part-time)*
- Develop and maintain test cases, plans, data and scripts while managing issues in YouTrack system.
- Collaborate with the development team to resolve issues and improve software quality.
- Write customer-facing release notes and create internal process documentation for testing and administration tasks.
- Attend customer meetings to assist them with software use and testing, as well as customer on-site visits.
- Proactively write Powershell scripts for automation of laptop setup and provide detailed instructions for use.

FREELANCE WEBSITE DESIGN & DEVELOPMENT - Sydney, NSW   **Jul 2022 - Present**
PXResources.com.au - Risk & Compliance Executive Recruitment Firm
- Collaborate with PX Resources founder to provide branding and design recommendations and guidance, with detailed email notes for each meeting.
- Develop website content using Squarespace and custom HTML/CSS code, and create graphics using Canva.
- Iteratively update website design and content based on feedback or updates needed by client.
- Provide constant support after website go-live for any issues or additional changes needed.

EPIC SYSTEMS - Madison, WI, USA   **Aug 2018 – Aug 2021**
Technical Solutions Engineer
- **Customer Support:** Corresponded with 20+ healthcare IT teams regarding Epic software setup and performance for inpatient pharmacy workflows.
  - Coordinated weekly meetings with clients for 10-15+ hours each week to advise them on software via phone, email, and issue ticketing systems.
  - Met priority-based 24 to 72-hour turnaround times on over 90% of 400+ tickets, and 5000+ email inquiries both internally and from customers.
  - Advocated for customers to developers, resulting in quick turnarounds in development fixes
  - Programmed custom searches and reports for clients
  - Investigated and resolved issues with SQL reports pulling information from the pharmacy database

- **Technical Leadership:** Led internal group of 15+ members, specializing in integration between Epic Willow Inpatient Pharmacy and external software and hardware.
  - Delegated and performed issue investigations, development, and documentation tasks.
  - Supervised initiatives, including education curriculum development for new hires, office hours support internally, customer request review, creation of new documentation
  - Advised Willow Inpatient team members on recommendations regarding integrations
  - Collaborated with external companies, such as BD and Omnicell, on improving integrations. Advised vendors on technical aspects of Epic software integration.

TEACHERS MUTUAL BANK, LTD - Homebush, NSW, AU   **Jan 2022 - Jul 2022**
People & Culture Administrator *(Contract)*

- Supported employee lifecycle, including employee database maintenance, organization structure, and appraisals in Meridian, ConnX, and TalentSpace.
- Onboarded employees by meeting with hiring managers and recruitment agencies to coordinate due diligence checks, day one logistics and completion of all paperwork
- Wrote Outlook macros to auto-generate frequent P&C notification emails and save significant time, along with guides detailing how to use and maintain the macro

Skills

- **Creative:** Figma, Adobe XD, Adobe Photoshop, Adobe After Effects
- **Technical:** JavaScript, HTML/CSS, PHP, Swift, Python, SQL, Tableau
- **Language:** English (native), Mandarin Chinese (intermediate)