

# Franklin Briones

Solutions Engineer

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## EDUCATION

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### Rice University

B.S. in Bioengineering (GPA: 3.6)

Houston, TX

May 2021

## WORK EXPERIENCE

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### Solutions Engineer

Austin, TX

Wheel Health Inc.

July 2022 – January 2023

- Consult SMB, Enterprise, and Strategic clients as the primary technical advisor throughout 7 months-long implementations, offering technical integration best practices to engineers and program managers, supporting over 1MM consult.
- Ensured on time technical readiness for “go live” while maintaining project scope and addressed out of scope requests by collaborating with Sales, Implementations, and Engineering through weekly meetings ensuring 100% on time completion.
- Triaged and investigated technical issues while adhering to strict SLAs to deliver best in class customer experience.
- Answered questions and presented demos as the internal product expert, creating guides and videos for the company.
- Created and updated internal tools to facilitate troubleshooting, integration testing, and product demos.
- Learned TypeScript and the Express framework to better understand Wheel’s APIs and modern web app architecture.

### Technical Solutions Engineer

Madison, WI

Epic Systems Corp.

July 2021 – July 2022

- Investigate and resolve integrated and technically complex issues for 5 large healthcare organizations including a cloud-hosted organization for Epic’s Radiology application, Radiant.
- Coordinate quarterly meetings with customers’ operational and IT staff to ensure their success and continued happiness.
- Prepare and present high-quality demos of new functionality to ensure satisfaction with our product. To date I have presented over 20 demos that led to an average ROI increase of 15% for each of my customers.
- Design, architect, and write production quality code, live in production today, for customer requested enhancements.
- Own and lead the process to resolve customer crashes for Radiant by monitoring and triaging tickets. Lead 140+ Solutions Engineers through the crash resolution process by presenting best practices quarterly to the Radiant team.
- Teach Radiant’s bi-monthly course to other Solutions Engineers on good software development practices and getting involved in development as a Solutions Engineer.

### Freelance Web Developer

Remote

Self-employed

January 2022 – Present

- Find and contract small businesses that require a website to reach a digitized population.
- Write and negotiate contracts with small businesses on expectations and cost of services for website development.
- Use HTML, CSS, JS to create 3 websites as shopping landing pages

## LEADERSHIP EXPERIENCES

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### University Instructor

Remote

Rice University

January 2021-May 2021

- Independently created curriculum for semester-long course about humans’ digital identity in the connected world.
- Taught weekly course to 30 students titled: “Hybrid Beings: Multiple Selves” assigning primarily experiential style work.
- Graded 90 essays over the course of the semester to ensure student’s continued understanding of course’s content.

### Covid-19 Engineering Design Competition Head Coordinator

Remote

BMES of Rice University

July 2020

- Led the planning and performed fundraising and outreach for a fully virtual design competition with 140+ participants and 26 judges and mentors.
- Consulted with industry experts to develop focus tracks and acquired total sponsorship of \$3800.
- Fostered partnership with SWPDC, a pediatric innovation consortium who logistically supported a winning team.

## SKILLS & INTERESTS

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**Skills:** Javascript, TypeScript, Python, GitHub, AWS, Datadog, API Microservices, Project Management, fluent in Spanish.

**Interests:** Software Engineering, Product Strategy, Client Obsession, Health tech, making the world a better place.

**Relevant Coursework:** Needs Finding in Engineering, Engineering Design Fundamentals, Introduction to Data Science, Social Entrepreneurship