

Hilary Wattenberger

Software Developer

PROFESSIONAL EXPERIENCE

Epic Systems – An industry leading healthcare EMR software company

Technical Services Manager - Outpatient Pharmacy 2019-Present

- Developed benchmarks to allow customers to drill down on KPIs to identify underperforming pharmacies.
- Led team that built functionality for customers to determine how prepared they were for administering COVID vaccines.
- Responsible for customer happiness with the application. Increased calls with developers and with live customers by 5x to ensure product roadmap met customer needs.

Technical Account Manager 2014-Present

- Managed a project to deploy and test over 5,000 devices. Identified creative technical solutions to increase automation and decrease manual work.
- Owned large projects including business continuity/downtime preparedness, hardware purchasing, and upgrades.

Technical Services Manager – Professional Billing 2011-2019

- Developed general ledger extracts for many large healthcare organizations (including Weill Cornell, Partners, and Providence) – identifying needs with finance and developing and deploying solutions.
- Managed a team of up to 11 high-performing technical support engineers.
- Identified an area lacking support across the entire company, pulled together a group across every application, and developed a project plan to help all customers. Shared best practices on calls and in person meetings with customer executives.
- Created SQL reports to help analyze payment capture rates. Travelled to customers to meet with report writers and help them create reports.

Technical Services Engineer 2009-2011

- Developed Hawaii state tax functionality for Hawaii customers.


PROJECTS

Shift Scheduling Application - MySchedule

Full stack MERN application for restaurants to be able to schedule their staff efficiently. Authentication locally or through Google.

Travel Inspiration Application - Trips

Full stack MERN application for people to view and share trips. Uses Typescript, GraphQL, and Apollo.

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Github:

<https://github.com/hwattenberger>

Portfolio:

<https://hilary-wattenberger.netlify.app/>

EDUCATION

Cornell University

Bachelor of Science

School of Hotel Administration,

Graduated with distinction (top 10%)

TA: Visual Basic Applications

Classes Including: Data structures and algorithms (Java), Intro to CS (Java),

Database design

RELEVANT SKILLS

Javascript & Typescript

GraphQL

React

NodeJS

SQL

NoSQL

Cache/M

HTML

CSS