

# Hilary Wattenberger

Software Developer

## PROFESSIONAL EXPERIENCE

**Epic Systems** – An industry leading healthcare EMR software company

Programming projects included designing and developing functionality to support Hawaii state taxes, creating reports to analyze payment capture rate, and searches to identify COVID vaccination preparedness

**Technical Services Manager - Outpatient Pharmacy** 2019-Present

- Responsible for customer happiness with the application. Increased calls with developers and with live customers by 5x to ensure product roadmap met customer needs.
- Developed search to help customers drill down on KPIs to identify underperforming pharmacies.

**Technical Account Manager** 2014-Present

- Responsible for the overall success of a multi-million dollar contract.
- Managed a project to deploy and test over 5,000 devices. Identified ways to improve the process with creative technical solutions.

**Technical Services Manager – Professional Billing** 2011-2019

- Managed a team of up to 11 technical support engineers. Responsible for ensuring their customer's success, providing feedback, and identifying growth opportunities within the company.
- Responsible for managing customer assignments for all 100+ technical service engineers on the team. 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.

**Technical Services Engineer** 2009-2011

- Worked with large healthcare organizations to maximize revenue within the system by advising them on best practices, troubleshooting technical questions, encouraging implementation of new features, and helping build reports to analyze financial metrics.


## 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

React

NodeJS

SQL

NoSQL

Cache/M

HTML

CSS