

# Michael Adams

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## EXPERIENCE

### Google Customer Support Software

Feb 2021 - Oct 2024

#### Tech Lead for Chat.Next

Designer and lead engineer for the Generative AI and live chat frontend.

Led the small team behind Google Cloud's chat support product.

#### Software Engineer on Cross Product Portal

Launched the next-generation Google Cloud support platform.

### Epic Healthcare Software

June 2014 - Aug 2020

#### ICU

Created the infrastructure that facilitated seamless integration of new video vendors, reducing costs for both video vendors and hospitals.

#### Special Projects (aka Skunkworks)

Improved developer experience. This included hot reloading, improving integration with an antiquated version control system, reducing boilerplate for new views, and improving fleet-wide performance via heavy use of immutable objects.

#### Social Care

Created an interactive graphic displaying a patient's support network.

#### Telehealth

Lead architect on flagship product that allows for organizations to pool resources for virtual care.

#### Endocrinology

Principal engineer on Epic's first endocrinology module.

#### MyChart

Improved the performance of the graphing infrastructure.

## EDUCATION

### University of Tennessee, Knoxville

#### B.S. in Computer Science, 2014

Programming team member for two years and team captain for one.

Served as a Teaching Assistant for the Intro to Computer Science course.