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.