Meggie Fisher

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Employment

Epic

Enterprise healthcare software company in Madison, WI | Technical Services | July 2015 - March 2017

- Controlled long-term success of software consumers as primary point of contact for technical issues.
- Worked with end users, system administrators, and C-level executives to resolve problems across organizational levels.
- Understood client's organizational structure to advocate for their business needs internally.
- Handled critical escalations using troubleshooting skills to swiftly get to root causes.
- Communicated proactively about bugs, known issues, or upcoming changes to clients' existing workflows and found workarounds to minimize potential impacts.
- Optimized clients' use of software by guiding them to implement new features.
- Traveled onsite to support go-lives across functional areas, dealing with high-intensity situations such as trauma surgeons facing software malfunctions in the ER.
- Guided company's largest client through major implementation, which brought in unforeseen challenges in scalability, with acclaimed success.
- Developed, designed, and tested several internal projects.
- Mentored employees and trained customer analysts.

Agility Recovery

Business continuity and disaster recovery company in Charlotte, NC | Part-time Intern - Sales Support | November 2014 - April 2015

- Communicated with hundreds of clients via phone or email to organize and consolidate master resource for contact information.

Sundance Institute

Non-profit organization for independent film in Park City, UT | Summer Intern - Data Analyst | June 2014 - August 2014

- Owned implementation of Microsoft Dynamics CRM and configured system to collect metrics such as artist retention rates and labs producing award winning films.
- Saved hundreds of hours of manual entry by programmatically importing years of data on hundreds of films and artists at a time.
- Led small team of volunteers in consolidating data from various outlets and formatting it for import.
- Reduced costs spent on outsourced development and training by configuring system and teaching employees to use it.

Education

Davidson College

Davidson, NC | Pre-Medicine, B.S. in Mathematics | August 2011 - May 2015

- Semester abroad - NYU In London: August 2013 - December 2013

Technical Skills

Languages:

- MUMPS (expert)
- HTML/CSS (intermediate/expert)
- SQL (intermediate)
- Swift (intermediate)
- Visual Basic (novice/intermediate)
- Javascript (novice/intermediate)
- Python (novice)
- Ruby (novice)

Tools/Databases:

- Git
- Intersystems Cache
- SQL Server

Operating Systems:

- Unix
- Mac OS X
- Windows 10

Soft skills

- Excellent problem solver
- Quality focused
- Diligent
- Writing - creative and technical
- Leader
- Passionate about new technology
- Strong communicator
- Creative
- Quick learner
- Proficient in French
- Organized
- Microsoft Office (advanced)