Meggie Fisher

Employment

Epic

Madison, WI | Technical Services | July 2015 - March 2017

Technical support at leading enterprise EHR company. Ensured long-time success and satisfaction of clients by understanding and advocating for their business needs internally, while also communicating realistic expectations of R&D timelines and processes and pro-actively communicating bugs, changes to existing workflows, and upcoming new features that may hinder or benefit the client's use of the software. Guided customers through implementing new features and received overwhelming praise for using quick thinking, ability to instantly acquire industry and technical knowledge, project management skills, and technical prowess to ensure success of major implementation and upgrade for company's largest customer. Used communication and technical management skills to put analysts, CEOs, and project managers at ease when faced with critical issues. Consistently came up with creative solutions to scalability challenges for implementation that brought in volumes multitudes greater than any before. Became knowledgeable in cross-functional areas and supported multiple go-lives across areas and customers. Took on many internal development projects, becoming independent owner of several areas.

Agility Recovery

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

Park City, UT | Summer Intern - Data Analyst | June 2014 - August 2014

Exceeded expectations of entering recent data in initially blank Microsoft Dynamics CRM system by taking full ownership of implementation and ensuring entry of over 3 years of data in 3 months. Increased efficiency immeasurably by programmatically importing data from existing spreadsheets rather than via manual entry. Led team of 4 volunteers on how to collect information from various outlets and enter it in proper format for import. Reduced spending on outsourced development by using technical skills to configure the system to work for company's needs. Came up with creative solutions for usability and metric collection in cost efficient manner.

Education

Davidson College

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

NYU In London

London, U.K. | Semester Abroad | August 2013 - December 2013

Technical Skills

Languages:

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

Tools/Databases:

- Git
- Intersystems Cache
- SQL Server

Operating Systems:

- Unix
- Mac OS X
- Windows 10

Soft skills

- Project management
- Writing
- Proficient in French
- Technical management

Personal Traits

- Natural leader
- Passionate about & quick to learn new technology
- Problem solver
- Strong communicator
- Creative
- Strong work ethic