Nicholas Ramsay

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Technical Escalations Engineer 2 at Datadog. Bachelor of Arts degree with a major in History and a minor in Economics. Extensive experience in information technology including software implementation, business analysis, data analysis, and product design. Designed SQL and implemented workflows to expand the scope of automation within athenahealth's Collector product eliminating over 1.9 million units of manual work per month. Passionate about overcoming challenges and solving problems to provide software solutions that deliver optimal value. Graduate of Full Stack Web Development Bootcamp at the University of Sydney. Skills in HTML, CSS, JavaScript, Node.js, Express.js, MySQL, MongoDB, React.js, and more. Completed Udacity Programming for Data Science Nanodegree with focus on SQL and Python.

Languages and Technical Skills:

HTML5 | CSS3 | Bootstrap |Tailwind CSS | React.js |Next.js | JavaScript | React Native | TypeScript | Flutter | Dart | Node.js | Express.js | Regular Expressions | MySQL | MongoDB | jQuery | Command Line | Git | Heroku | Vercel | Responsive Design | Database Theory | Datadog

Core competencies include:

Customer Support | Research & Analysis | Problem Solving | Data Analysis | Solution Design | Project Management | X12 EDI Files | Documentation | Teaching & Learning | Software Implementations | Customer Service | Electronic Medical Records | Healthcare Information Technology | Microsoft Office | Communication | JIRA | Agile

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PROFESSIONAL EXPERIENCE

DATADOG, Sydney, NSW, Australia

Technical Escalations Engineer 2 - RUM & Synthetics   01/2024 – Present

Act as intermediary between software engineering and technical support teams. Review issues and offer solutions to Technical Support Engineers (TSEs) for most complex customer issues. When necessary, raise cards with the engineering team to address bugs in the product. Persistently work to improve the knowledge and expertise of TSEs supporting the RUM and Synthetics product areas.

Selected Achievements:

- As only RUM/Synthetics TEE in APJ region, serve as the subject matter expert in both product areas
- Regularly publish knowledge base articles to share and expand knowledge across teams
- Host daily office hours to assist TSEs with complex customer issues
- Regularly host enablement sessions to give TSEs firsthand experience with products and sandboxes
- Attend calls directly with customers to help resolve escalated, priority issues
- Support Sales and Customer Success teams with issues facing prospect and existing customers
- Created numerous sandboxes for TSEs to utilise in testing and troubleshooting, all under the unified-rum-sandboxes repository
  - Includes Next.js, React, React Native, and Flutter sandboxes with Express.js server supporting all of them
  - Link to Repository: https://github.com/nick-ramsay/unified-rum-sandboxes/tree/main

Technical Support Engineer 2 (formerly Solutions Engineer and TSE 1)   07/2021 – 01/2024

Assist customers with issues they encounter and questions that arise as they utilise the Datadog product. Originally a generalist across all product areas but transitioned to specialist in Synthetics, RUM, and APM. Work with customers via Zendesk tickets and Zoom troubleshooting sessions to help resolve issues and

questions. Escalate and document more advanced issues with the engineering team. Document and submit feature requests to be reviewed for consideration by engineering for new functionality.

Selected Achievements:

- Considered a regional subject matter expert in RUM and Synthetics
- Contribute to internal Confluence documentation to share useful information with colleagues
- Host APAC General Office Hours once weekly to assist colleagues with questions, issues, or blockers
- Created [react-sandbox-ddrum](#) example application to share with colleagues for testing Browser RUM SDK
- Recently created [ReactNativeCLITemplate](#) example application to share with colleagues for testing React Native RUM SDK

INTERSYSTEMS, INC., Sydney, NSW, Australia
Product Specialist   09/2018 – 07/2021

First product specialist hired specializing in Australian statutory reporting for TrakCare EMR. Maintained and optimized existing data extracts while designing new data extracts enabling clients to comply with government reporting requirements for funding. Wrote requirements and specifications for extracts while working with developers to design and test solutions. Managed prioritization of statutory reporting backlog to deliver priority solutions in a timely manner.

Selected Achievements:

- Delivered 1 July 2019 mandatory revisions to Victorian extracts ahead of schedule. Designed new Victorian Perinatal Data Collection extract for TrakCare's newly introduced maternity module
- Designed new Victorian Birth Submission XML extract for client submission to Victoria Registry of Births, Deaths, and Marriages
- Provided insight to Product and Application Specialists on statutory data requirements that must be met with their modules and workflows
- Consolidated and reorganized pre-existing backlog of hundreds of statutory reporting JIRAs to provide better insight on outstanding issues and immediate areas of priority

ATHENAHEALTH, INC., Watertown, MA, USA
Senior Posting Performance Associate   01/2017 – 04/2018
ERA Automation Associate   06/2014 – 01/2017

Significantly improved operations by automating posting of remittance transactions from 835 formatted Electronic Remittance Advice files; analyze data to identify patterns in file composition; and match composition to insurer's intended transactions. Optimize accuracy and streamline efficiency of all remittance transactions by designing automated posting logic. Wrote proactive queries/workflows to reduce client work and internal unit costs. Innovated workflow and automation enhancements to optimize the athenaCollector product's overall automation, workflows, and efficiency.

Selected Achievements

- Designed SQL and implemented workflows to expand the scope of unpostable routing rules within athenaNet, thereby eliminating 1.9 million units of manual work per month since 07/2016. Helped to train and organize a separate team to begin implementing these new rules.
- Planned SQL and implemented a workflow to optimize remit-claim insurance matching logic that has eliminated more than 125K units of monthly manual work since 07/2016.
- Built support for and implemented multiple proactive solutions/workflows to shift the team's focus from reacting to, and designing solutions for, escalations to leverage data to proactively flag issues and implement solutions before they affected clients.

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- Created complex logic for posting United Healthcare CSA payments to ensure the proper posting of CSA payments and patient responsibility on 1M+ claims thus far.
- Built complex logic for identifying when Medicare, as a primary insurer, made an error forwarding crossover claims to secondary payers to keep clients from having to work on unnecessary denials, thereby saving clients from unnecessarily having to drop 1,695,907 claims thus far.
- Designed SQL to continue measuring volumes and spikes in compliance and formatting violations in EDI files received from insurance companies.
- Promoted to Senior Associate in January 2017
- As a Senior Associate on the Claim Posting Optimization sub team, played a role in leading and guiding newer Associates/Analysts to help them make the best decisions in situations that may be new to them.

MEDITECH, Westwood, MA, USA

Application Specialist, B/AR Electronic Claims   10/2011 – 06/2014

Implemented the electronic claims portion of Billing/Accounts Receivable software with hospitals, including 5010 837 submissions, 5010 835 remits, and State submissions, 270/271 eligibility files, 276/277 CSI files, and 999 acknowledgement formats; met with hospital staff to achieve optimal setups before go-live dates. Assisted client onsite with optimizing software functionality; troubleshot issues to provide resolutions to customers and input for product development. Provided technical support/service from start date to four months post-live.

Selected Achievements

- Implemented, trained staff, and supported electronic claim/remittance software for over a dozen hospitals.
- Helped design critical access functionality splitting inpatient and outpatient billing/claims, also trained and implemented the first hospital to use functionality (see link).
- Performed a streamlined, three-month implementation of claims software for a NY pediatric facility.
- Supported/optimized Illinois COMPdata State Data submission to support one of Meditech's largest clients with most robust record volumes.
- Helped support, design, and implement flat-file state data submissions for hospitals in Vermont, Louisiana, and Nebraska

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PROJECTS

Next.js Mongo Passport Template | https://github.com/nick-ramsay/nextjs-mongo-passport-template | https://nextjs-mongo-passport-template.com

- Basic portal application allowing users to create accounts, login, and reset passwords via Passport.js
- Intended as starting template for future full-stack web applications needing secure authentication
- Deployed on Vercel, utilises nextjs-mongo-passport-template-server deployed on Heroku for backend
- Next.Js, Tailwind CSS, Passport.js, Express, Axios, MongoDB, Mongoose, React-Spinner, Bcrypt, and Dotenv

Value Search | https://github.com/nick-ramsay/value-search-ui | https://value-search.herokuapp.com/

- Stock search and portfolio organisation tool
- React.Js, Bootstrap, Express, Axios, MongoDB And Mongoose. React-Spinner, Chart.Js, JS-SHA256, Moment.Js, If-Env

Value Search Worker | https://github.com/nick-ramsay/value-search-worker

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- Fetches, processes, and analyses data on over 11,000 Stocks to Support Value Search UI. All data sourced from Financial Modeling Prep API and Finviz
- Node.Js App using MongoDB, Mongoose, Cheerio, Axios, & .ENV

Daily Plans | https://github.com/nick-ramsay/daily-planner |https://daily-plans.herokuapp.com/

- A single swimlane Kanban tool for organising my daily work
- React.Js, Bootstrap, Express, Axios, MongoDB and Mongoose. React-Spinner, Chart.js, JS-SHA256, Moment.js, If-Env

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EDUCATION & CERTIFICATIONS

Full Stack Development Bootcamp, University of Sydney, Sydney, NSW, Australia

Bachelor of Arts in History/Economics, University of New Hampshire, Durham, NH, USA

Programming for Data Science Nanodegree, Udacity (See Certification Here)

AWS Cloud Practitioner, AWS Training & Certification (See Certification Here)

Scrum Master Certified (SMC), Scrum Alliance (ID: 001048955)

TEFL Certification, TEFL Institute, Chicago, IL, USA

Honors Society, University of Southern Maine, Fall 2007-Spring 2008

COMMUNITY INVOLVEMENT

Volunteer, UNH Circle K, 10/2010-05/2011

Peer Homework Tutor, Gorham High School, Fall 2006 to Spring 2007