

MATT POWELL

635 E 420 S
LEHI, UT 84043
piconation@yahoo.com
801-814-0599

EXPERIENCE

Henry Schein Practice Solutions, American Fork, UT **Project Manager, July 2014 - Present**

Responsible for taking a clinic that purchased the Dentrix Enterprise software from their order submission to live, daily operation of the program. Worked with clinics daily via email and phone on coordination of resources to ensure that hardware, peripherals and all applicable software is in place and that all assignments are being accomplished. Utilized

Henry Schein Practice Solutions, American Fork, UT **Product Release Team Beta Coordinator, July 2014 - Present**

Contacted dozens of customers to find clinics willing to be part of our beta testing program. Maintained weekly communication with the clinics to find out if any bugs or issues were discovered as well as ensure compliance to the parameters of the program. Worked directly with our development team to report detailed information on bugs and then take the fix back to the beta testing clinics. Gained familiarity with the Agile and Waterfall development methodologies and working within iteration phases. Personally ran the fix on beta testers' databases. Handled the documenting of all results, building and taking surveys and tracking testing progress. Reported to my team weekly about the new additions and modifications to the Dentrix Enterprise program.

Henry Schein Practice Solutions, American Fork, UT **Application Process Specialist, November 2012 – July 2014**

Voluntarily took ownership of learning and training the ins and outs of an important new module addition to the Dentrix Enterprise program: the ePrescribe module. Spent countless hours learning how to navigate the module, register clinics for the service, add and enroll providers in the service and all other facets of the program. Held numerous training sessions with my department where I educated them on how to utilize the module. Created dozens of detailed knowledge base articles showing customers and technicians step-by-step how to perform these functions in the module.

Henry Schein Practice Solutions, American Fork, UT **Level 3 Support Technician, April 2012 – July 2014**

Supported our Enterprise customers, which are multi-facility dental practices and hospitals. Had to be very knowledgeable of all Windows operating systems, including server operating systems as well as networks and networking. Worked with IT and database administration staff daily remoted into database servers, Citrix/Terminal servers and RemoteApp thin clients for troubleshooting, configuring, re-indexing, optimizing, new software upgrades and database upgrades and maintenance. Also worked with the installation, configuration and troubleshooting of HL7 interfaces. Worked a lot in Microsoft SQL doing installations, querying and troubleshooting of customer databases, tables, schemas and services. Created more than 60 articles for our Knowledgebase. Thoroughly documented all work in our case management program.

Sorensen Insurance, Lehi, UT
Independent Insurance Agent, *September 2008 – April 2012*

Fully licensed insurance agent. Advised customers on risks and what policies would meet their needs. Maintained a very high level of contact and communication. Interacted with clients in a friendly, professional and outgoing manner. Stayed up to date on dozens of companies' products as well as what their strong suits as an insurance company were to best serve my customers.

Yamato Transport, Salt Lake City, UT
Account Manager, *September 2005 – September 2008*

Provided support to our customers for sales, ordering and shipping. Played a crucial role in doubling overall business and gross profit for the Salt Lake City office. Helped increase monthly sales revenue from \$25,000 to \$60,000. Increased export destinations from one country to eight.

SKILLS

Advanced:	Microsoft Office Suite	Windows/Server OS	Japanese Language	Type 65 WPM
Intermediate:	Microsoft SQL	HL7 Interface	Java/Javascript	
Beginner:	Agile/Waterfall	HTML	Angular	

REFERENCES

Available upon request