

## OBJECTIVE

To obtain a position that will enable me to use my strong problem solving skills, high energy, and ability to work well in teams to learn new skills and accomplish shared goals.

## CONTACT

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**Madison WI, 53703**



## EDUCATION

 **UNIVERSITY OF FLORIDA**  
Chemical Engineering w/  
Minors in Packaging  
Science and Sales  
Engineering  
2014 – 2018

# ROBERT COLLIER

## TECHNICAL SERVICES ENGINEER

## EXPERIENCE

### TECHNICAL SERVICES ENGINEER – EPIC SYSTEMS

*(April 2019-August 2020)*

- Manage projects to solve software issues and implement new workflows through consistent and efficient communication with external health care analysts.
- Collaborate with a diverse group of Technical Service Engineers to solve integrated issues.
- Triage any errors logged in the system and delegate them to the appropriate person or team.
- Collaborate with external IT analysts and hospital operations on accelerated timelines for escalated issues.

### REFUSAL CONVERTER – UF SURVEY RESEARCH CENTER

*(July 2017-March 2019)*

- Collaborate with the team to consistently reach data collection quotas on economic and medical research surveys.
- Persuade respondents to complete the survey who had previously refused by communicating the value of the survey and persuasion skills.

### WAREHOUSE MANAGER – WHITE ROSE INTERIORS

*(May 2015-December 2015)*

- Reviewed and re-organized inventory maintenance procedures to maximize efficiency in one warehouse location.
- Implemented a consolidated inventory plan, which reduced the number of warehouses the company occupied from three to one.
- Played a major role in helping the company set up a staged show room for product displays.

## SKILLS

