LAURA ROETTGES

CONTACT

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EDUCATION

University of Wisconsin - Madison, Madison, WI

2023 - Current   GPA: 3.9

MS in Computer Science

Washington University in St. Louis, St. Louis, MO

2012 - 2016   GPA: 3.67

AB Major in Applied Mathematics, Second Major in Comparative Arts, Minor in Fine Art

Goethe Institute, Göttingen Germany

Summer 2014

2 mo. intensive German language study

SOFTWARE LANGUAGES

Python   JavaScript   SQL

React Native   React   CSS

Intersystems Cache   HTML

Julia   R   GLSL

WORK EXAMPLES

- Primary Portfolio Page:
  https://roettges.github.io/myPortfolios/

- Computer Graphics Examples:
  github.com/roettges/graphics_examples

TOOLS

- Scipy
- Numpy
- pandas
- OpenCV
- PIL
- WebGL
- glmatrix
- Bootstrap
- Adobe Illustrator
- Photoshop
- Graphing APIs e.g: matplotlib, pyplot, Altair
- Slicing Programs e.g: Bambu Studios, PreForm, Cura
- OnShape
- Figma

HOBBIES ⚽ 🎨 🍲 🃏

WORK EXPERIENCE

Fabrication Fellow

Design Innovation Lab, University of Wisconsin - Madison   **Aug 2023 - Current**

- Manage a team to maintain and improve prototyping equipment, optimize internal processes, and enhance educational content through visual aids.
- Provide instructional & design support for first-year engineering design courses, MS Design and Innovation courses, and interdisciplinary engineering capstones.
- Assist students with rapid prototyping and provide hands-on training in the use of various tools and technologies.

Technical Solutions Engineer (TS)

Epic Systems   **Jun 2016 - July 2023**

- Debug software issues through reading code, writing searches, and utilizing debug tools.
- Partner with R&D & Quality Assurance teams to continually improve software and advocate for customer needs.
- Assist multiple hospital IT teams with issue resolution, new feature rollouts, and project implementations.
  - Provide primary support for over 10 organizations between outpatient and population health modules, including Baptist Health (AR), Northwest, Community Hospital, and Cook Children's.
- Support newly live customers on-site, for example at Luzerner Kantonsspital requiring communication in German.

TITLES HELD WITHIN ROLE

Technical Coordinator for the Foundation System   **Aug 2021 - July 2023**

- Oversee system health for 30+ Foundation System environments, where Epic builds base content to package best practices for new and live customers.
- Coordinate 150+ TS team members across applications to meet PQA and package creation deadlines. Escalate as appropriate.
- Manage team staffing to ensure adequate coverage.

Team Lead   **Dec 2020 - July 2023**

- Supervise 5 Healthy Planet TS, guiding their professional development.
- Reach out to team members' customers to gather feedback, assess support or functional needs, and decide if escalation is required.

TS Mentor, Advisor, & Service Coach   **2018 - July 2023**

- Grow new hires by teaching them technical skills, service and communication skills, application knowledge, and management and organizational skills.

Patient Centered Medical Home Expert   **2018 - 2021**

- Develop subject matter expertise on National Commitee for Quality Assurance's (NCQA's) specifications for their Patient Centered Medical Home (PCMH) program promoting health care quality.
- Define and demo workflows to NCQA, successfully receiving prevalidation credits to ease the work-lift for Epic organizations seeking PCMH certification.

Upgrade Specialist Incident Manager Workgroup Member   **2018 - 2019**

- Determine escalation paths for problems with software updates based on evaluating frequency and impact for customers.
- Write and program quality assure (PQA) searches to identify affected customers.

Ambulatory Reporting Workgroup TS Lead   **2018 - 2019**

- Define Key Performance Indicators (KPIs) and build supporting searches.

SEE LINKEDIN FOR FURTHER WORK EXPERIENCE

LANGUAGES

English ◆◆◆◆◆

German ◆◆◆◇◆

RECENT COURSEWORK

- Computer Graphics
- Intro to Optimization
- Building User Interfaces
- Data Visualization
- Human Computer Interaction
- Computer Vision
- Intro to AI
- Learning Based Methods for Computer Vision
- Data Exploration, Cleaning, and Integration for Data Science

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HAVE EMPATHY, APPRECIATE THE BEAUTY IN LIFE, CARE ABOUT WHAT YOU DO