



Tom Hickey

CONTACT

thickey1@alumni.nd.edu
www.tompaulhickey.com
(757)773-4267
2014 McKenna Blvd
Madison, WI 53711

EDUCATION

University of Notre Dame
Bachelor of Science in
Mechanical Engineering
Minor in Corporate Practice

KEY SKILLS

Customer happiness and
success management

Patient engagement strategy
creation and optimization

Operational engagement for
implementation of IT projects

Effective management and
growth of team members

Process improvement

Technical problem solving

TECHNICAL

Advanced proficiency with
Excel, Outlook, PowerPoint,
Word, Publisher

Intermediate knowledge of
Caché, HTML, and CSS

INTERESTS

Rugby, hiking, reading
science fiction and
biographies

SUMMARY

Driven, technically-inclined leader with a bias for action, a proclivity for improving processes, and a passion for customer service.

WORK EXPERIENCE

Technical Services Team Lead Manager (Aug 2014 - Present)
Epic Systems Corporation, Madison, WI

Part of the management team responsible for the ongoing support of over 300 hospital systems using MyChart, Epic's patient engagement product.

Created and managed a program for engaging customer leadership to adopt and effectively use the MyChart product. Partnered with our customers to develop, implement, and optimize their patient engagement strategies through the use of the MyChart product.

Managed a team of 20 Technical Services Representatives, managers, and indirect reports. Provided regular performance reviews and held team members accountable for meeting personal, team, and company goals. Mentored and grew team members into management roles.

Organized and led strategy sessions with executive customer leadership during Epic's annual users' conference. Solicited feedback for our product while also identifying and promoting optimization opportunities based on industry best practices.

Prepared our customers to successfully attest for the patient engagement measures of government regulatory incentive programs such as Meaningful Use.

Acted as an account manager via the Technical Coordinator role for a HIMSS Stage 6 hospital. Directed the support of the hospital's early adoption of Epic 2017 via a double upgrade. Partnered with hospital IT leadership to define their three year roadmap for their enterprise-wide implementation of Epic.

Operations Leadership Intern (Summers 2012 + 2013)
Amazon.com, Petersburg + Richmond, VA

Trained and performed as an Area Manager within Amazon's fulfillment centers where I led shifts of ~50 associates in day-to-day operations. This included ownership of real-time resource allocation based on process flow changes.

Designed and implemented two continuous improvement projects as my internship capstones. Using data-driven decision making and principles of the Toyota Kata, packing stations were redesigned to increase stock capacity by 18%.