Vincent Basile

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Proven Leadership   **Multifaceted Experience**   **Complex Problem-solving**

Critical Thinking   **Strategic Thinking**   **Client-Focused Relationship Building**

Analytical, innovative, and motivated Technical Consultant with 6 years experience supporting software release cycles and twice that time spent as a creative collaborator in fast paced and challenging environments. Diverse analytical skills, team collaboration, and organizational effectiveness. Consummate professional and motivated leader, with solid interpersonal abilities and a passion for knowledge sharing via well-written documentation. Effective and proven track record of critical thinking, idea generation, troubleshooting issues, and optimizing efficiencies.

Professional Experience

Epic Systems Corp (07/2014 – 12/2020) Verona, WI

Technical Manager (3 years)

- Built and sustained strong relationships with clinical, technical, and executive leadership to drive strong communication and critical decision making.
- Oversaw a talented team of applications strategy and technical solutions staff including strong communication, delegating workload, and personnel evaluations. Collaborated with the TS team to drive business continuity and system responsiveness.
- Drove reporting to senior leadership on staff performance and customer service to streamline operations and keep communications fluid and relevant.
- Successfully coordinated software upgrades and monthly install of custom code packages including on-site and remote support, troubleshooting of issues and concerns, and guidance on team bandwidth to build and maintain functionality.
- Worked directly with clinical leadership to evaluate enhancements and better understand needs and priorities.

Technical Solutions Engineer (6.5 years) Prelude, Eligibility, Grand Central, Printing

- Utilized vast knowledge of the field to troubleshoot and resolve technical issues in Epic applications regarding insurance eligibility verification, patient account assignment, and bed logistics.
- Managed documentation within ticketing systems to drive senior leadership transparency and for shared resolution reference.
- Built and sustained strong relationships with clients and accounts for six separate clients simultaneously, including meeting with operational leadership and recommending best practices.
- Served as at-the-elbow support for multiple Epic clients through go-live to assist in troubleshooting operations as needed.

Select accomplishments

- Created comprehensive documentation for a little-understood functionality and created a class suited to engineers, clients, and executives.
- Identified key issues leading to revenue loss and user dissatisfaction at Bryan Health. Guided client analysts through implementing preventative measures.
- Met and exceeded Providence Health needs through coding on-demand tools to translate data imports from third-party systems.

Temple University (11/2012 – 12/2013) Philadelphia, PA

Master Electrician, Sound Engineer

- Trained and mentored students in safely working at heights of 60+ feet, operating counterweight systems, and troubleshooting of electrical systems, DMX control systems, and moving lights.

- Designed and implemented databases utilizing industry-specific software including FileMaker and Vectororks data to better organize lighting system data.
- Built anti-theft devices for lighting equipment.
- Successfully repaired sound systems for proscenium and black box spaces including purchasing of departments first digital mixer.
- Served as subject matter expert and guest lecturer on elements of sound design.
- Controlled comprehensive inventory management of 30+ wireless microphones including troubleshooting issues and resolving technical concerns.
- Served as liaison for student and professional sound designers.
- Sound design for The Brother Sister Plays

Pennsylvania Shakespeare Festival (2012 and 2013 seasons) Center Valley, PA

Sound Supervisor and Mixer

- Supervised setup and maintenance of vocal reinforcement and cue playback systems for two spaces.
- Coordinated wired and wireless communication for both spaces.
- Supervised interns in the use and maintenance of sound systems.
- Mixed live sound for twenty performances each of Sweeney Todd and Oklahoma as well as the annual Galas.
- Recorded actor voice overs as part of my sound design for Beauty and the Beast.

Education

Master of Fine Arts in Theatre Design (Lighting and Sound)

The University of Memphis

Bachelor of Arts in Music Theory

Youngstown State University

Additional Experience

Coding, Relational Database Management, and Graphic Design

Object-oriented programming   JavaScript   Caché   HTML   CSS   React.js   Excel   SQL   FileMaker   Inkscape   GIMP

MediaWiki   WordPress   Linux   LAMP   Arduino   Raspberry Pi

CAD and Fabrication

Vectorworks   KiCad   Fusion 360   Electrical Soldering   CNC Operation   Hand Drafting

Music and Audio

ProTools   Live Sound Mixing   Studio recording   Musical Analysis   4-year member of the Festival Choir of Madison

Cameo roles with Opera Western Reserve