

# Tommy Greenfield

## Quality Assurance / Customer Technical Support

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For the last 5+ years I've worked at Epic, an enterprise healthcare IT vendor in the capacities of quality assurance and technical support representatives. I have a knack for, and quite enjoy, finding creative solutions to problems and pushing the limits of Epic's technology. Helping Epic customers achieve strategic goals through creative use of Epic software is my greatest pleasure.

Willing to relocate to: Raleigh-Durham, NC - Chapel Hill, NC

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Quality Assurance/Technical Services

Epic - Verona, WI - January 2011 to Present

As a Quality Assurance representative my core responsibility is testing Epic's enterprise healthcare software, and automating that testing. Specifically, I work with MyChart, Epic's patient portal application, which is implemented as a web application and mobile app. I am engaged in every aspect of the development cycle. My knowledge of the data models we use, or need, and the configurations we support, inform the designs we ultimately implement. Furthermore, I consult with implementing customers.

As a Technical Service representative I focus aforementioned skill-sets toward helping specific healthcare organizations meet business or regulatory needs, and achieve strategic goals (e.g. Omaha Children's Hospital & Medical Center, Providence Health and Services). Among other things, that entails:

- Helping customer analysts handle support tickets (e.g. end user questions, troubleshooting, code investigation).
- Encouraging - and assisting with - the implementation and rollout of new features, often highly personalized to suit customers needs and tastes.
- Helping with enterprise upgrades.
- Advocating on the behalf of customers for the development of new features.

#### Research Assistant

Metro Commercial Real Estate - Highland Park, IL - 2009 to 2010

Responsibilities included researching and mapping retail corridors, performing site analysis, and marketing properties in Chicagoland, throughout Illinois, Indiana.

#### Project Manager

First Rockford Group - Rockford, IL - 2006 to 2009

Responsibilities included contract/lease negotiation, zoning, entitling, designing, constructing, and marketing properties in Illinois, Iowa, Wisconsin.

### EDUCATION

#### Bachelor's in History

University of Wisconsin-Madison - Madison, WI  
2004 to 2007

## LINKS

<http://tommygreenfield.com>

## PUBLICATIONS

### **“Our Charles R.: Progressivist, Procorporatist, Conservationist”**

<https://archiveuw.files.wordpress.com/2013/03/2007.pdf>

March 2007

Published in "Archive," an undergraduate history journal.