

Tommy Greenfield

Quality Assurance/Technical Support at Epic

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Summary

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.

Experience

Quality Assurance Specialist / Technical Services at Epic

January 2011 - Present (5 years 7 months)

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.

Project Manager at First Rockford Group

August 2006 - September 2009 (3 years 2 months)

Diversified real estate development company, property manager, and business operator located in Rockford, Illinois.

Research Assistant at Metro Commercial Real Estate

June 2003 - August 2006 (3 years 3 months)

Retail brokerage and tenant representation firm which operates throughout the Chicago metropolitan area, as well as other sites.

Education

University of Wisconsin-Madison

BA, American History (United States), 2004 - 2007

Activities and Societies: ARCHIVE Editorial Board (ARCHIVE is a journal of undergraduate historical research)

Publications

Archive: A Journal of Undergraduate History

UW-Madison chapter of Phi Alpha Theta, with the support of the UW-Madison History Department May 2007

Authors: Tommy Greenfield, Claire Allen, Aaron Asa Pierce Groth, Rengyee Lee, Trevor Levenson

In 1997, the UW-Madison chapter of Phi Alpha Theta, with the support of the UW-Madison History Department, created Archive: A Journal of Undergraduate History. Thus far, Phi Alpha Theta has sponsored the publication of ten volumes of the journal. Students wishing to work on Archive's staff are not required to be a history major or a member of Phi Alpha Theta. Members of the staff work together to select papers, publicize the journal, and edit the chosen submissions.

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[Contact Tommy on LinkedIn](#)