

Andrew Hope

Data Engineer | Healthcare • San Diego • AndrewDHope@gmail.com • AndrewDHope.com • [GitHub](https://github.com)

PROFESSIONAL SUMMARY

Versatile support engineer trained in data aggregation, modeling, and visualization. Trusted lead on business intelligence development, database systems engineering, web integration design, and digital healthcare delivery. Seeking a culture of accountability, engagement, and pace.

WORK EXPERIENCE

Epic Systems – Verona, Wisconsin

Business Intelligence Developer – Clinical analytics, data aggregation, cognitive computing **August 2022 – Present**

- Developed high-volume SQL reports, metrics, and extracts to customize and extend the Epic Cogito reporting suite.
- Led iterative design sessions to resolve clinical report requests for New York-Presbyterian Hospital-Columbia and Cornell.
- Designed and deployed custom pipelines to merge external patient data into an enterprise data warehouse.

Technical Integration Analyst – Telemedicine, patient experience, population health **January 2017 – August 2022**

- Rapidly scaled the UC Davis Health telemedicine program to handle a 4000% demand surge during the COVID-19 pandemic.
- Designed the patient and provider experience for UC Davis Health's [Express Care](#) program for on-demand virtual urgent care.
- Launched a predictive analytics metric, including visualization and calibration, to estimate patient risk of hospital admission.

Technical Operations and Support Lead – Enterprise installation **November 2013 – December 2016**

- Directed the technical implementation of the enterprise electronic medical records system for Hartford HealthCare.
- Technical project manager through the design, build, testing, go-live, and support phases of a multi-wave implementation.
- Led a team of 20+ technical analysts to customize Hartford HealthCare's use of the Epic platform by offering adaptive configuration, precise interfaces, insightful reports, continuous releases, and efficient workflow design.

Technical Solutions Engineer – Web and mobile applications **February 2011 – December 2016**

- Provided advanced technical support and strategic planning for [Epic's web portal](#), [mobile application](#), and [web service host](#).
- Crafted strong, multi-year relationships with customer analysts through responsive, proactive, and supportive communication.

TECHNICAL SKILLS

- Analytical reporting, computation – R, SQL, SAP
- Database analysis, scripting – Linux, NoSQL, M
- Business logic deployment – C#, F#, ASP.NET
- Application development – JavaScript, Node.js, JSON
- User experience (UX) design – HTML, CSS, jQuery
- Data manipulation and visualization – Excel, Power BI, Tableau

EDUCATION

University of Pittsburgh, Pittsburgh, PA

Bachelor of Science in Industrial Engineering – *cum laude* **December 2010**

- Relevant coursework: Statistical Testing & Regression, Logistical Optimization, Simulation Modeling, Stochastic Methods.

Johns Hopkins University on Coursera

Data Science Specialization in R **July 2018**

- Relevant coursework: Exploratory Data Analysis, Statistical Inference, Regression Models, Practical Machine Learning.