

Zane Howcott

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As a seasoned Technical Support Specialist specializing in EHR software, I bring over three years of invaluable experience in diagnosing and resolving complex issues. My proficiency lies in optimizing productivity through the delivery of concise, effective, and efficient solutions. I am dedicated to fostering positive relationships with clients and colleagues, consistently leaving a lasting, positive impact.

Professional Experience

NEXTGEN HEALTHCARE, REMOTE

Technical Support Specialist, September 2020–present

- Proficiently assess and troubleshoot NextGen EHR software, delivering exceptional customer support to clients nationwide.
- Resolve data processing errors proficiently, leveraging MSSQL expertise.
- Employ SQL Server Profiler for in-depth analysis of SQL trace files to effectively diagnose issues.
- Develop and refine SQL stored procedures with precision and expertise.
- Customize and troubleshoot EHR documents, templates and crystal reports with meticulous attention to detail.
- Execute EHR patch installs seamlessly and efficiently.
- Actively contribute to cross-departmental projects, demonstrating strong collaborative skills.
- Demonstrate proficiency in safeguarding sensitive data, including PII and ePHI.
- Skilled in utilizing GitHub, Jira, Confluence, and Salesforce to streamline processes.
- Provide on-call support with promptness and reliability.
- Facilitate the training of new team members, ensuring smooth integration and sustained success in their roles.
- Possess comprehensive knowledge of medical terminology, enhancing effectiveness in the healthcare environment.

Education

RUTGERS/NEW JERSEY INSTITUTE OF TECHNOLOGY, NEWARK, NJ

Bachelor of Arts in Computer Science, Minor in Mathematics, May 2020

BROOKDALE COMMUNITY COLLEGE, LINCROFT, NJ

Associate of Science in Electrical Engineering, December 2015

Additional Skills

- Spearheaded the design and development of a comprehensive Android application from inception to launch, leveraging Kotlin and Android Studio.
- Proficient in front-end development, adeptly crafting dynamic websites with HTML, CSS, and JavaScript.
- Demonstrated expertise in back-end web development, architecting and deploying robust server-side solutions utilizing JSON, PHP, and MySQL.
- I'm highly motivated to make a positive impact that would cause a ripple to resonate throughout your company.