

Contact

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Top Skills

Integration
Microsoft SQL Server
Troubleshooting

Brandon Jacobsen

Technical Solutions Consultant
Pe Ell, Washington

Summary

Experienced Technical Consultant with a demonstrated history of working in the Health Care and Quality Hardware/Software industry. Skilled in Clinical Data Management, SQL, HL7, QMS Software, FDA Guidelines, EMR Integrations, Clinical Application Support, HIE Integrations, and Web Applications. Also a reserve police officer for my town.

Experience

Pe Ell Police Department
Reserve Deputy Marshal
April 2019 - Present
Pe Ell, Washington

Law Enforcement and IT Tech Guru

Krypton Tech Solutions
Business Owner
July 2006 - Present
In home IT support for all tech products

Public Consulting Group
Senior Technology Consultant (Interface Manager)
June 2017 - December 2018 (1 year 7 months)
Olympia, Washington

Daily Interface Monitoring
Troubleshoot daily production issues related to interfaces
Diagnose issues, correct data, reach out to state, re-run jobs, etc.
Interface Debug / Corrections / Manual request
Primary POC for interface partners
Participate in specification/dev/test of new interfaces or changes

MasterControl
Technical Account Manager
January 2015 - June 2017 (2 years 6 months)

Salt Lake City, Utah

Manage and resolve client software issues

Deploy/Install new software

Troubleshoot client issues with MasterControl Software

Manage and support Hosted Clients in Datacenter

SQL scripting to improve performance

Hardware Troubleshooting

Implementation of FDA certified software

Audit support for FDA Audits

24/7 support for world wide companies

QMS Software Implementation

Agile methodology

Medical Device, Pharma, Manufacturing QMS software installation, configuration, support

Ingalls Memorial Hospital

Clinical Systems Analyst L2

November 2013 - January 2015 (1 year 3 months)

Build and configure HL7 interfaces between EMR and Ingalls

Connect practices to the Ingalls HIE via HL7 interfaces and web portal.

Troubleshoot/Configure Soarian Clinicals/Financials, Ibex, EDIS, Openlink,

Grid, EMR Systems, Mobile MD, SIS (Surgical Information Systems)

Triage and support hospital doctors and staff with EMR/EHR software

Implementation of new Siemens healthcare products

Medicity

Grid Engineer

August 2007 - November 2013 (6 years 4 months)

Install and configure Grid Software

Triage missing and malformed HL7 results/orders

Triage help desk tickets that require engineer

Build interfaces between EMR systems

Build interface between EMR and HIE systems

Promoted to Associate Project Manager

Manage new client projects

Triage issues for new clients

Setup and Configure Grid Software

Interface with product teams to make Medicity products better

Manage client software builds through Dev/QA/Cert/Prod

Promoted to Technical Account Manager

SQL Queries

HL7 Diagnostics and Triage

Manage all client related issues

Manage all client Implementations of new software and interfaces

Created and support HIE for the state of Delaware

Interface with multiple teams across the company to get issues and new product working.

Promoted to Project Analyst

Implement our product for new clients

Created and support HIE for the state of Delaware

HL7 Diagnostics and Triage

Troubleshoot all issue with web applications and portals

Design new documents for support to help triage issues

Customer Support Backline Engineer

Monitor Network Operation Center 24/7

SQL Queries

HL7 Diagnostics and Triage

Troubleshoot and escalate tier 2 issues

Troubleshoot all issue with web applications and portals

Design new documents for support to help triage issues

Answer Tier 2 client calls

Develop Monitoring Tools

CUSA Technologies

Systems Installer/Project Manager

March 2006 - July 2007 (1 year 5 months)

Design networks for credit unions located in the United States.

Install networks within the credit unions.

Set up databases for sensitive accounts.

Setup/configure routers, vpn's, for cross-territory communication

Setup and configure printers via serial, parallel, ethernet and usb to work in windows, Unix, and Linux environment

Troubleshoot

Enterprise Network Systems

Network Consultant/Network Administrator

November 2005 - March 2006 (5 months)

Design and Build Network Systems

Install cat3 cat5 and cat6 wire

Custom build workstations and servers

Sell computer parts and other networking essentials

Rebuild and Restructure companies with technology to increase productivity

NAI Utah Commercial

Help Desk/Network Administrator

September 2004 - November 2005 (1 year 3 months)

Fix hardware and software problems on agents' computers.

Install new network cables and phone systems.

Administer Windows/Novell and Linux servers.

Support and setup Groupwise Mail client.

Manage and setup wireless and Cisco routers/access points.

Education

2003-2005 ITT Technical Institute

Associates, Computer Network Systems · (2003 - 2005)