Thomas Kang

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Work Experience

Epic Systems - Technical Solutions Engineer   Aug 2022 – December 2023

· Epic is the leading B2B healthcare SaaS company providing medical records management software to hospitals. Epic manages 78% of all US patient medical records.
· Evaluated, troubleshooted, and documented an average of 15 product bugs per week, ensuring accurate and detailed information for Engineering escalation.
· Reduced bug resolution time by 10% through improved documentation, leading to faster bug fixes and enhanced customer experiences.
· Authored 20 comprehensive knowledge base articles and how-to guides, resulting in a 10% reduction in repetitive customer inquiries and a 15% increase in self-service resolutions for Epic's nursing professional web-based applications.
· Maintained a 95% customer satisfaction rating based on post-interaction surveys, reflecting consistently exceptional support delivery.
· Collaborated with Engineering and Product teams to implement 5 customer-suggested improvements.
· Regularly participated in customer feedback sessions, providing insights that directly contributed to product roadmap enhancements and feature additions.

Netflix Pathways Bootcamp   Jan 2022 – Apr 2022

· Developed a strong command of UX/UI design methodologies, encompassing the double diamond design thinking approach, design system fundamentals, wireframing, prototyping, usability/accessibility testing, and responsive web design (RWD).

Projects

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· Collaborated closely with hospital staff to enhance the hospital experience for children with autism spectrum disorder (ASD), facilitating tailored care during their hospital visits.
· Enabled parents and medical professionals to provide improved support for children with ASD.
· Led the end-to-end design of a dedicated website, involving the creation of personas, storyboards, wireframes, and prototypes within an agile framework.

Education

University of California, Irvine   Class of 2021
BS, Informatics specializing in Human-Computer   GPA 3.8/4.0
Interaction

Technical Skills

Technical: Microsoft Office, Figma, Adobe XD, Miro
Programming: Java, Python, C++, R, HTML, CSS, JavaScript