

# Kevin Foster

Collierville, TN 38017

[kevin.andrew.foster@gmail.com](mailto:kevin.andrew.foster@gmail.com)

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## Summary

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Software programmer with experience supporting enterprise level software operation, development, and training. Comfortable working with the high priority demands of medical practices across a wide variety of specialties. Adaptable to unique software implementations and proficient in popular business database development techniques.

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## Skills

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### Programming experience

Microsoft SQL Server 2005, 2008  
T-SQL, DTS, SSRS, SSIS  
C / C++ / C#  
Ruby, Rails Framework  
Crystal Reports XIV  
Health Level 7 Interfaces  
HTML, XML, CSS

### Software used daily

SQL Server Management Studio  
Microsoft Visual Studio  
SVN, TortoiseSVN, Git  
Microsoft Office Suite (Word, Excel, Outlook)  
Windows (2000, XP, 7, 10)  
NextGen (EHR/EMR, ICS, Template Editor, Rosetta)  
Mirth Connect

### Individual Accomplishments

- Presented multiple years at NextGen Healthcare's yearly conference during the Client Innovation Contest session.
- Designed an enterprise solution for health care facilities to efficiently interface medical providers with their patients by allowing secure messaging.
- Defined the process for tracking customer contract utilization allowing for additional revenue to be generated when development over contract limits was requested.
- Developed a web application dashboard that would allow administrative monitoring of application usage.

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## Experience

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### 2010-Current

### NextCare Urgent Care

### Memphis, TN

#### Developer

NextGen application developer in charge of the design and development of templates for the NextGen patient user interface by using both clinical and IT knowledge. Developer is responsible for quality assurance, template process analysis for improvement, and correcting all known issues. Essential functions include:

- Collaborated as a team to edit and maintain the NextGen EHR Knowledge Base of templates.
- Established and maintained a strict version controlled environment.
- Implemented an agile change management solution used by multiple departments.
- Utilized SQL Server and Crystal Reporting techniques to pull atypical data requested by multiple different departments for business analysis.
- Developed a custom solution for delivering Crystal Reports via email or file export autonomously.
- Leveraged public APIs to integrate ancillary services.
- Performed peer review and formal design reviews as part of the release cycle.
- Mentored junior developer.

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### 2009 - 2010

### InforMed / SergeMD

### Memphis, TN

#### Product Developer

Web developer to work with engineering team to create and publish web application to integrate with existing customer software services. Activities included:

- Designed an enterprise solution for health care facilities to efficiently interface medical providers with their patients by allowing secure messaging.
- Designed a web application that would allow administrative monitoring of application usage allowing for a single point of entry.
- Defined project milestones as defined by statement of work agreements.
- Operated within a version control infrastructure.

*References provided upon request*

- Initiated internal product demonstrations for team leads and sales executives to equip staff to properly support and advertise the functionality.

**2008 - 2009**

**InforMed / SergeMD**

**Memphis, TN**

**Software Developer**

Template developer to create and edit forms and documents in NextGen and Crystal Reports software, use SQL stored procedures to enhance system functionality, perform NextGen software upgrades and migrations, perform NextGen associated software updates and implementations, and correspond with clients regarding software changes. Activities included:

- Provided top-level, application specific technical support.
- Defined the process for tracking customer contract utilization allowing for additional revenue to be generated when excessive development was requested.
- Performed client-contracted quarterly and billable development tasks.
- Designed a SQL job that would notify support staff of abnormal application operation. This automated a daily task that had required staff to check up to 6 applications on 12 servers.
- Updated the software with the current versions of ICD-9, CPT-4, patient education, medication, allergy, and drug interaction tables.
- Scheduled and performed routine software maintenance roll outs.
- Perform KBM upgrades, patches and conversions for the template sets utilized by the practice.
- Worked as the team lead to implement interfaces between NextGen and 3rd party systems including reference labs, radiology vendors, and EKG equipment reducing staffing and eliminating data entry requirements.
- Communicated with all levels of end users including front desk, administrative, nursing, and providers.
- Created content published to the corporate website promoting department's professional services.

**2006 - 2008**

**InforMed / SergeMD**

**Memphis, TN**

**Technical Support**

Level 1 technician to monitor and maintain the computer systems and networks of enterprise. Install, configure, and troubleshoot computer systems running a variety of hardware and software problems. Activities included:

- Functioned as primary point of contact for customers.
- Defined support procedure by documenting processes and publishing to a corporate repository.
- Documented customer problems utilizing corporate issue tracking software.
- Coordinated communications between customers and third party vendors.
- Managed on-call services for technical support after office hours.
- Worked in Active Directory to create and maintain user profiles, resolve password issues.
- Remotely managed application servers running critical background processes.
- Conducted site surveys to inventory client hardware.

**Education**

**2001 - 2006**

**University of Tennessee at Knoxville**

**Knoxville, TN**

**Computer Engineering**

Engineering classes focused on digital image processing. Senior level projects included:

- Worked with a graduate level study on a defense department contract. We designed a software system to be used by border patrol to identify shipping vessels. Work was done in MATLAB.
- Designed and manufactured a small scale traffic simulation. Programmed in assembly language and burned to a FPGA ROM and connected with circuit board controls.

Computer science classes focused on systems programming in C/C++ utilizing public libraries created by the professor.

**Other Technical Skills**

Experienced in complete PC assembly. Optimized custom PC builds by overclocking timings and tuning voltages. Custom home network setup with onsite webserver and Raspberry PI DNS black hole.

*References provided upon request*