

Rohan Marshall

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SUMMARY

Senior Application Analyst with experience supporting **healthcare application environments**, Epic operations, change management, deployments, upgrades, troubleshooting, and system reliability. Coordinates application activities across technical and business teams, translating operational needs into practical plans, clear documentation, and dependable service outcomes. Applies incident response, testing, quality processes, and compliance practices across complex enterprise environments. Builds trust through timely communication, thoughtful analysis, and steady follow through during competing priorities. Creates reports, procedures, and recommendations that help stakeholders make informed decisions. Brings hands on experience with **Epic environments**, Data Courier, **application lifecycle management**, change control, healthcare systems, and cross functional delivery. Ready to contribute focused **technical leadership**, reliable execution, and patient centered technology support within a collaborative healthcare organization.

EXPERIENCE

Senior Application Analyst, Epic Environments

January 2021 to Present

Healthcare Systems Solutions

Madison, Wisconsin

Provides technical leadership for Epic application environments, coordinating changes, deployments, **troubleshooting**, documentation, and reliability efforts. Partners with application teams and cross functional stakeholders to support compliant operations, improve **quality processes**, and keep healthcare technology work aligned with business needs.

- Led Epic environment improvements through structured **change control**, strengthening reliability across daily healthcare operations.
- Coordinated deployment activities with **application teams**, reducing confusion around timing, ownership, and production readiness.
- Applied **Data Courier** practices during environment changes, supporting consistent application movement and accurate documentation.
- Resolved operational incidents through analysis and stakeholder coordination, restoring dependable service for healthcare users.
- Created procedures and reports that gave leaders clearer visibility into risks, priorities, and quality outcomes.
- Supported **upgrades** and testing through organized plans, issue tracking, and communication across technical partners.
- Managed competing priorities with concise status updates, helping teams make timely decisions during complex work.

Related Specialist Role, Healthcare Operations

June 2018 to December 2020

Previous Organization

Remote

Supported healthcare technology operations through analysis, testing, documentation, workflow improvement, and service coordination. Worked with internal teams to investigate issues, maintain accurate records, prepare project materials, and apply established standards across changing operational requirements.

- Supported application testing initiatives, identifying workflow issues before release and improving confidence in delivery.
- Documented operational **procedures** and records, giving internal teams a clearer reference for recurring service needs.
- Developed practical workflow solutions through analysis and review, helping teams resolve routine operational challenges.
- Troubleshoot system issues with internal partners, improving handoffs and reducing delays during service support.
- Prepared project summaries and review materials, helping stakeholders assess progress, risks, and next actions.
- Applied established **quality** standards during daily work, supporting consistent records and compliant operational practices.
- Balanced multiple requests through organized prioritization, keeping service needs visible during changing workloads.

PROJECTS

Epic Environment Reliability Program 📅 2024

Improved environment coordination through clearer change planning, testing records, incident review, and stakeholder updates. Work supported dependable healthcare application service and more consistent operational decisions.

Application Change Quality Framework 📅 2022

Created practical procedures for change control, deployment readiness, documentation, and issue escalation. Framework helped application teams coordinate work with fewer avoidable gaps.

LEADERSHIP & AWARDS

- Received professional achievement recognition for dependable healthcare technology support and operational contributions.
- Recognized by colleagues for clear coordination, practical problem solving, and reliable follow through during competing priorities.
- Selected for leadership contributions within industry learning groups and community activities.

EDUCATION

Bachelor's Degree in Healthcare Information Systems

2018

CERTIFICATIONS

- Healthcare Technology Operations Training 📅 2026
- Application Change Management Training 📅 2026

TECHNICAL SKILLS

- **Epic Applications:** Epic environments, Data Courier, Epic upgrades
- **Change Management:** Change control, change assessment, change documentation
- **Deployment Operations:** Application deployments, release planning, production readiness
- **Incident Management:** Incident response, issue triage, service restoration
- **Application Lifecycle:** Application lifecycle management, testing, upgrade planning
- **Healthcare Systems:** Healthcare applications, clinical workflows, enterprise systems
- **Quality Management:** Quality processes, procedure development, operational reviews
- **Technical Analysis:** Root cause analysis, troubleshooting, technical problem solving
- **Documentation Tools:** Operational procedures, status reports, decision records
- **Stakeholder Coordination:** Cross functional teams, application teams, stakeholder communication
- **Compliance Operations:** Compliant technology operations, standards, audit support
- **Service Reliability:** System reliability, production support, operational consistency

SKILLS

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|---------------------|------------------------------------|----------------------|-----------------------------|
| • Epic environments | • Healthcare systems | • Deployment support | • Cross functional teamwork |
| • Data Courier | • Application lifecycle management | • Upgrade support | • Stakeholder communication |
| • Change control | • Technical problem solving | • System reliability | • Operational documentation |
| • Incident response | • Environment coordination | • Quality processes | |

PROFESSIONAL AFFILIATIONS

- Participant, healthcare technology learning groups focused on application operations and shared professional growth.
- Volunteer contributor, community activities supporting collaboration, service, and practical local engagement.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST