

Luis Velazquez

Healthcare IT Support Engineer

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PROFESSIONAL SUMMARY

Healthcare IT support engineer with 20+ years of experience across EMR/EHR platforms, systems administration, and technical project management. Builds fast trust with customers and cross-functional teams, translating complex technical problems into clear, outcome-driven solutions. Proven record of improving team performance, meeting critical deadlines, and exceeding customer expectations in fast-paced healthcare environments.

CORE COMPETENCIES

Project Management | IS/IT Security | Network Architecture | Systems Administration | Diagnostics & Troubleshooting | Escalation Support | Root Cause Analysis | Technical Documentation | Quality & Risk Assurance | MS SQL & Oracle DB Scripting | Integration Specialist | AI Agent Orchestration (Claude Code, Gemini, Copilot, n8n)

AREAS OF EXPERTISE

EHR / EMR Systems | HIPAA Compliance | HL7 Integration & Maintenance | Servers & Databases | Networking & Virtual Machines | Application Support | Healthcare IT | Business Continuity & Disaster Recovery | AI Agents & Automation

PROFESSIONAL EXPERIENCE

Kindbody

May 2023 - Present

Senior Product Support Engineer - Remote, United States

- Serve as a key support engineer for Kindbody's EMR and connected applications, ensuring reliable performance for medical professionals in a fast-paced, high-growth environment.
- Apply working knowledge of database management, multiple operating systems, and programming languages to diagnose issues that aren't immediately apparent.
- Develop creative, effective solutions under time pressure, balancing technical depth with clear communication across engineering, clinical, and support teams.

athenahealth

Dec 2015 - Feb 2023

Healthcare Platform, Integration & Technical Support Engineer - Watertown, MA (Remote)

- Provided primary escalation support for AthenaPractice, AthenaFlow, CPS, and CEMR customers nationwide, troubleshooting servers, databases, networks, and HL7 interfaces.
- Diagnosed and resolved startup/login failures, SQL job and nightly database errors, Active Directory and user-permission issues, and configuration problems.
- Investigated and documented unexplained errors for Agile-process escalation to engineering; read and interpreted application and database logs and traces.
- Served as an Oracle and Platform subject matter expert, training team members and end users on troubleshooting tools while contributing to the internal/partner Knowledge Management program.

The Stowe Group

May 2014 - Dec 2015

GE Healthcare Platform Technical Support Engineer (Contract) - Wakefield, MA (Remote)

- Contracted to support GE Healthcare's platform team through its transition into Virence and later athenahealth, addressing AthenaPractice, AthenaFlow, CPS, and CEMR escalations.

- Focused on performance, continuity, and resiliency of systems affecting delivery of care for a nationwide client base.

CTG Health Solutions

Jan 2013 - May 2014

UAMS Application Administrator / Senior Support Analyst - Dallas, TX

- Managed and maintained a Centricity EMR application and database, holding a 24/7 uptime commitment through critical issues and break-fixes.
- Resolved application configuration issues, interface error-queue backlogs, and document/result triage maintenance; provided server support and application security.
- Built, tested, and edited form templates, flowsheets, and reports using EFE, VFE, Crystal Reports, and MS Access; deployed hotfixes, service packs, and version upgrades.

MaxIT Healthcare

Jul 2010 - Dec 2012

Application Analyst / System Analyst - Maine Medical Center Logician Support - Westfield, IN (Remote)

- Supported and maintained three Logician databases across separate clinical groups within the Maine Medical Center EHR enterprise.
- Administered Installog, a fallback Electronic Patient Record system, preserving continuity of patient record access during Logician outages.
- Delivered 2nd- and 3rd-level support for Logician users across Desktop, Citrix, and Windows administration.

MED3000

Feb 2006 - Dec 2007

Project Manager / Implementation Specialist / Application Manager - Pittsburgh, PA

- Stepped in for the departing EHR Director to manage and complete a Centricity EMR rollout across 12 pediatric practices in the Tampa Bay area, correcting gaps in earlier implementations.
- Delivered technical and application-level consultation to practice staff, partnering with IT and clinical leadership to align the rollout with practice needs.
- Built a shared resource library and trained new team members and clinical/administrative staff on EMR tools and processes.

MSNYU (Mount Sinai / NYU Medical Center), IBM

Mar 1998 - Dec 2005

Technical Project Manager / Systems Analyst / Interface Manager / System & Application Administrator - Manhattan, NY

- Supported front- and back-end EMR applications (Logician, IBEX, Cerner), patient scheduling (PHS, Cerner), insurance verification (HDX), and databases (Sybase, Oracle, Access) through the Mount Sinai-NYU merger and later separation.
- Implemented and upgraded Centricity EMR from Logician 4.2 to 5.5; built and maintained HL7-based interfaces and administered servers and client applications.
- Managed account creation, system maintenance, integration testing, backups, and business continuity across production and QA environments.
- Planned, transitioned, and trained counterparts through the post-merger demerger, separating the enterprise application into two independent campus environments.

EDUCATION

Western Governors University - B.S., Business - Information Technology Management (Graduated 2014)

St. John's University - Finance coursework, College of Business Administration (1991 - 1995)