

Kamelia Goulbourne

Technical Support Engineer | SQL, HL7 & Cloud Infrastructure
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PROFILE

Technical Support engineer with 5+ years in SQL Server, HL7/API integrations, and Azure infrastructure supporting a HIPAA-regulated healthcare SaaS platform. Internal escalation point for critical incidents; resolving complex system crashes, network failures, and application errors Tier I cannot solve, driving root-cause analysis to permanent fixes, partnering with engineering team on deployment testing. Completing a B.S. in Computer Science.

SKILLS

Languages & Scripting: Python, SQL, PowerShell, Java

Data & Integration: HL7 v2, EDI, REST API integrations, data validation, eCQM reporting

Cloud & Infrastructure: Azure, VMware, Active Directory, Azure AD, Windows Server, Linux, SQL Server, Azure SQL, complex scripting, transaction log and error log analysis, database corruption recovery

Diagnostics & Monitoring: Wireshark, Event Viewer, Process Monitor, Fiddler, log analysis, performance monitoring, incident and escalation management, Jira

Security & Compliance: firewall administration, intrusion log analysis, HIPAA compliance

WORK EXPERIENCE

Nextech Systems | Healthcare SaaS | Remote

Senior Product Support Representative, Tier II

March 2026 – Present

- Serve as the internal escalation point for Tier I incidents, diagnose system crashes, network failures, and software errors using log analysis, and implement permanent fixes that reduce repeat incidents
- Maintain Azure SQL Server environments and 50+ client-hosted servers, monitoring system performance and applying patching and Deployment testing that sustain 99% uptime
- Support 20+ HL7 vendor API integrations; troubleshoot bi-directional sync, debug broken web services, and repair HL7 parsing errors to prevent data loss
- Write complex SQL queries and scripts across 5–10 tables to validate data integrity, repair corrupted records, and diagnose vendor API failures, improving data accuracy
- Conduct root-cause analysis on 50+ incidents monthly using Event Viewer, Process Monitor, and Wireshark to isolate routing problems, handshake failures, and traffic bottlenecks; 20% faster than team baseline
- Partner with product development and engineering to scope and deploy patches using the internal release tool, test new configurations in a staging environment, and support large-scale upgrades and migrations, resulting in smoother rollouts and fewer post-deployment issues
- Debug issues across Windows Server, macOS, and Azure cloud environments using PowerShell and the Azure portal; administer Active Directory, firewalls, and interpret intrusion logs, enabling faster incident resolution and maintaining system security
- Author technical guides, SOPs, and knowledge-base articles in Confluence; archive resolved incidents for reuse and coach Tier I staff on new troubleshooting workflows weekly, improving Tier I first-call resolution rates and knowledge sharing

Product Support Representative, Tier II

January 2025 – March 2026

- Managed end-to-end technical implementation for 50+ healthcare practices using Azure and VMware to maintain vendor API connections and ensure bi-directional sync, which improved data reliability and kept the solution HIPAA-compliant
- Investigated 80+ data and system errors each week with SQL queries and root-cause analysis on Windows servers, and delivered technical documentation to 3–5 clients daily, helping clients resolve issues faster and reducing average resolution time

Senior Product Support Specialist

October 2023 – January 2025

- Partnered with engineering to diagnose and fix application and database defects using VMware test environments, then delivered the patches to the support team, which shortened issue resolution time and boosted customer satisfaction
- Reproduced and isolated defects before escalation using SQL and log analysis; trained new support representatives on troubleshooting methodology, product internals, and escalation criteria

Product Support Representative

June 2021 – October 2023

- Diagnosed and resolved software and hardware issues across phone, email, and chat, achieving a 95% customer satisfaction rate; documented all issues in the company CRM

PROJECTS

PulseList — Task Management | JavaScript, Firebase, Firestore | pulselist.kamfolio.com

- Task tracker surfacing urgency via live countdown timers and color-shifting deadline signals. Multi-view (Today dashboard, grid, timeline), Firestore cloud sync, Firebase Auth/Google Sign-In, Calendar export, ARIA-labeled responsive UI.

Anchor — Personal Finance | JavaScript, Firebase | pulselist.kamfolio.com/anchor-details.html

- Finance suite modeling accounts, transactions, budgets, bills, and savings goals with net worth as assets minus liabilities. Firestore cloud sync, optional auth; no account linking.

Patient Intake Form System | Word/Excel Developer Tools, HIPAA | Nextech Systems

- Built 5–10 structured clinical intake forms daily with content controls and input validation, mapped to Nextech EHR fields to automate data pull and cut front-desk transcription error.

EDUCATION

B.S. Computer Science — University of Phoenix, FL | Expected Nov 2026

Coursework: Cloud Computing (AWS/Azure), DevOps (Docker/Kubernetes), Data Structures & Algorithms