

# Geoffrey Lisch

## Solution Consultant

Austin, Texas

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## EXPERIENCE

### Sales Engineer

**1upHealth** 2025

- Demonstrated core product functionality to national payers, tailoring presentations to clinical and technical stakeholders.
- Advised product on prior authorization capabilities by analyzing workflow gaps, directly influencing roadmap decisions.
- Spearheaded RFP submissions for enterprise and regional health organizations, aligning responses with compliance standards and client expectations.

### Sr. Data Analyst

**SourceDay** 2022 - 2024

- Engineered and refined data pipelines supporting complex ERP-driven reporting, increasing delivery speed and accuracy across business units.
- Built interactive Tableau dashboards translating operational data into actionable insights for internal teams.
- Tuned ETL workflows in Matillion and Snowflake, cutting load times by 26% and boosting data availability.
- Synchronized cross-team analytics projects using Git versioning for reproducibility and auditability.
- Automated Tableau user onboarding through enhanced Python tooling, cutting activation time by 50%.

### Data Analyst

**Aledade** 2019 - 2022

- Integrated commercial payer feeds into internal systems using rigorous validation, improving ingestion accuracy by 20%.
- Delivered analytics and surfaced key growth levers through SQL-based exploration and stakeholder engagement.
- Reduced incident resolution time by 35% through proactive Snowflake querying and systematic issue identification.
- Redesigned integration flows, halving onboarding time for new partners and enhancing internal satisfaction.

### App Support Manager

**Aledade** 2017-2019

- Directed internal and external user support across a complex EHR and analytics platform, supporting over 1,000 users.
- Instituted metrics-driven coaching, leveraging Zendesk Explore to raise resolution rates by 21%.
- Codified team workflows and built audit-ready documentation for compliance.
- Investigated and resolved API-related tickets, reducing recurring errors and stabilizing integrations by 30%.

### Product Innovation Manager and Sr. Associate

**athenahealth** 2013-2017

- Launched 125+ third-party developers onto the athenahealth Marketplace, supporting API-based integrations from discovery through implementation.
- Doubled available REST endpoints within a year by prioritizing high-impact use cases and executing agile delivery cycles.
- Acted as internal API evangelist, collaborating across engineering, product, and go-to-market teams to accelerate time to value.
- Delivered on-time feature rollouts by managing user stories, testing plans, and stakeholder feedback loops.

### Implementation Analyst

**McKesson Provider Technologies** 2012-2013

- Deployed SQL-powered customizations to integrate HPF into client environments, tailoring workflows for 16 unique installs.
- Interfaced with field teams to capture client requirements and present solution options in both clinical and technical terms.
- Led software onboarding sessions for multidisciplinary teams, emphasizing practical application and post-launch support.

## Summary

Solution Consultant with a strong foundation in data and product, focused on driving adoption through technical expertise and clear communication. Experienced in streamlining workflows, delivering compelling demos, and translating complex healthcare and API concepts for diverse audiences. Known for building trust with stakeholders, collaborating cross-functionally, and shaping solutions that solve real problems.

## Skills

**Data & Analytics:** SQL, Snowflake, Tableau, Python

**APIs & Interoperability:** REST APIs, Postman, FHIR, EHR data

**Dev & Ops Tools:** GitHub, HTML, CSS, Zendesk

**Pre-Sales & Enablement:** Technical Demos, Requirements Scoping, Solution Design

**AI & Automation:** Prompt Engineering, LLM Integration

## Education

### Master of Science

### Industrial Engineering

**Texas Tech University**

Lubbock, TX

### Bachelor of Science Industrial Engineering

**Texas Tech University**

Lubbock, TX

## Certifications

### PreSales Academy Graduate

September 2024

## Interests

Coffee

Aviation

Music

Golf

Cooking

Cycling