**Tracy Palmer**

**Manager, Clinical Application Help Desk**

Tracy Palmer manages VUMC’s Clinical Application Help Desk. In this role, she provides day-to-day supervision for 20 personnel and ensures problems have been resolved or assigned in the most effective manner 24 hours a day, seven days a week.  She joined the Vanderbilt community in 1994 as part of the University’s Environmental Health and Safety. Five years later, Tracy transferred to the VUMC Help Desk and then became ITIL-certified in 2006. She graduated with a BS from Lipscomb University.