

## ANGEL O. VINALES

Resourceful and reliable client-focused IT professional with over nine years of expertise and five years of career experience providing comprehensive support within high-performance environments. Highly adept at system maintenance, analysis diagnostics, troubleshooting, testing, documentation, user training, and design with a chief interest in developing new skills, and career advancement opportunities.

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### **Key Skills**

**Software**—Windows • MacOS • VMware • CyberArk • Intune • Parallels • Google Cloud • Google Data Studio • Office365 • WebEx • Zoom GoToMeeting • RingCentral • Slack • ServiceNow • Zendesk • ServiceWise • Confluence • Jira • GitHub • Salesforce • Yurbi

**Design**—Articulate Storyline • Camtasia • web development • Graphic Design • Adobe Creative Suite • Final Cut Pro • SnagIt

**Clinical Systems**—InterSystems • EDI • HIE • EHR • EMR • Sunrise Clinical Manager (SCM) • eClinicalWorks (eCW) • CureMD • Accumedic • Amazing Charts • NextGen • Practice Fusion • Athena Health • Sigmacare • Awards • Cerner • Dragon Medical

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### **Relevant Experience**

**Schulte Roth & Zabel, LLP.** (Full service law firm) **New York, NY—05/2023—01/2024**

**DSE Consultant**—Proxie Server, Excel, O365, Snipping Tool, Zoom, iOS, Android, MS Intune MDM, Givainc,

- Responsible for supporting mobile Airwatch to Intune, O365, and Zoom phone migrations for 500+ users throughout the company
- Supported various departments, partners, lawyers, Vendors and clerks with solutions to daily service requests meeting SLAs using the Givainc Helpdesk ticketing system
- Used mobile VMWare Airwatch to unenroll devices and re-enroll them in MDM using MS Intune.
- Used proxie to connect to machines to provide support for remote users
- Installed Zoom mobile devices and wireless speaker/headphone systems on user machines

**Healthix Inc.,** (RHIO) **New York, NY—08/2016—12/2022**

**Production Support Analyst**—Camtasia, SnagIt, Snipping Tool, Excel, HealthShare, Confluence, JIRA, QuickBase, Zendesk, Salesforce, HTML, Implementation Support, HL7, EDI, SCM, eCW, SigmaCare, FOOTHOLDS, AWARDS, Athena, NextGen, Practice Fusion, Epic, Accumedic, CureMD, Amazing Charts, Cache Monitor, Yurbi, AirWatch MDM, SOPHOS, BitLocker, Saas

- Provided end user support and managed about 200+ daily requests meeting SLAs using various ticketing systems
- Maintaining contact with other departments, vendors, and stakeholders to gain the data in order to revise and write technical documentation
- Took part in the development of processes, policies, and procedures related to the development of departmental functions
- Used available technology and guidelines that are available to make, design, update, and save technical documents.
- Collaborated across departments to analyze operational performance, identify opportunities, and recommend action plans pertaining to interfaced EMR systems, including Sunrise Clinical Manager
- Assisted users with Portal, password reset, user provisioning, MFA, EMR, EHR, and interface connectivity issues
- Organized tasks and assigned importance to a multitude of projects using quickbase, Salesforce, and Jira, collaborated with the team to arrange stories for future sprints in an agile environment
- Deployed SOPHOS, BitLocker, AirWatch MDM Saas, and managed laptop/mobile device inventory -Windows, Android iOS amongst other devices
- Delivered role-based training materials to clinical users using the SAP Litmos learning management system
- Updated reference guide content for different organizations and staff on the use and navigation of the Healthix portal

- Assisted participants with all onboarding/offboarding and user management requests using the customized Healthshare system
- Identified, superusers, Single Sign-On (SSO), and portal users along with stakeholders and vendors involved in integration projects and the development of workflows to be implemented at participating sites throughout the Greater New York area
- Facilitated communication among key stakeholders and external vendors to ensure the timely completion of tasks
- Conducted User Acceptance Tests (UAT) to ensure that applications meet client and business needs
- Served as a point of escalation for support ticket requests and communicated any planned or unplanned outages to NYEC and other participants like the NYCDOHMH at all times
- Supported assigned integrations and implementation phases for different clinical systems, including ecW, SigmaCare, AWARDS, Athena, NextGen, Practice Fusion, Epic Systems, SCM
- Monitored website/portal performance, reliability, and reported on details of test sessions, and issues using the SPLUNK tool
- Maintained critical relationships with internal/external stakeholders ensuring seamless integration of operations
- Created high-level reports at participant and staff requests using SQL, Zendesk, Salesforce, Yurbi, and Excel
- Administered Salesforce, and managed account provisioning for internal/external Healthix users
- Analyzed and address all assigned internal and external requests/tickets and updated various projects within systems promptly – Zendesk, Jira, Quickbase, and Salesforce
- Managed the non-clinical aspects of physician operations for the Client, ensuring compliance with internal and external regulations, standards, and practices
- Maintained a broad understanding of business processes and customer base at parent facility and user levels along with keeping a strong working knowledge of policy constraints relevant to HIPPA laws, and the health information exchange system, reporting non-compliant items for follow-up

#### **HSM Consulting/ Hoboken Medical Center, Hoboken, NJ – 03/2016 – 08/2016**

##### **Go-Live Support Consultant**—ServiceNow, Allcripts SCM

- Provided navigation assistance for the eCW 9 EHR Management system
- Conducted one-on-one training for Triage staff, Residents, and Physicians regarding Encounters, Scheduling, Assessments, Charting, Medication, Order entry, and locking Progress Notes for SCM
- Managed account creation, and password resets via the command center
- Escalated issues via communication with Command Center using ServiceNow
- Updated nurse managers on all design changes and updates pertaining to SCM to ensure thorough communication throughout the department

#### **NSLIJHS and NMMC via ESD—Sylvania, OH—08/2015 – 03/2016**

##### **Go-Live Implementation Consultant**—SCM, NextGen

- Provided one-on-one on-site training for physicians, nurses, and clinical support staff within various healthcare practices for multiple EHR applications, including eCW, Nextgen, SCM, and Cerner
- Served as a point of escalation contact during all phases of implementation
- Used helpdesk ticketing systems to prioritize workload and update queries and calls for command centers including ServiceNow, and BMC Remedy
- Assisted users with password resets and account creation during the go-live phase for NMMC
- Identified and route issues to client staff for all practices
- Worked closely with nurse managers and communicate all system changes to clinical staff

#### **NYC Health & Hospitals—Queens, NY—12/2011—07/2015**

##### **Support Analyst**—ServiceNow, Epic Systems

- Managed high-call rotations for internal users
- Assisted in post-implementation of the Epic Systems
- Diagnosed and resolve technical hardware and software issues
- Addressed and close calls regarding the creation of physician profiles and training coordination
- Coordinated support issues to appropriate service levels for resolution VIA command center using Remedy
- Documented problems and remedial actions of installation activities
- Collected feedback data used for user satisfaction and improving future services

- Educated staff regarding changes during the system upgrade to Epic

### **ESD, Sylvania, OH—11/2009—11/2011**

#### **Activation Consultant**—Nextgen EPM

- Provided non-live environments for user training during the go-live process
- Planned and execute repairs, system upgrades, and maintenance
- Documented and maintain records regarding the supply of all required inventory, equipment, and software installations
- Trained onboarding users on Nextgen EPM 5.5
- Provided Go-Live Support for ICS, Documents, and Patient Portal for Nextgen EHR
- Advised clients on how to maintain computer stability, reliability, and security
- Performed security Network Administration for the newly installed machines for the user (login issues, password reset, email login)

### **Hachette Book Group (Book publishing), USA—05/2007—10/2009**

#### **Desktop Support Technician (MSP)**—ServiceNow

- Performed installation and provide high-level customer care, training, and support
- Provided 24/7 heavy phone support for all clients
- Used SharePoint to manage documentation for onboarding users
- Configured Exchange and troubleshoot PDA devices (iOS, Android, Windows and blackberry, Kindles, E-Readers)
- Maintained, troubleshoot, repair, and upgrade all network computers (Windows & Mac) within a 2,000+ user environment
- Periodically travelled to various sites throughout the nation to provide on-site technical services to employees
- Provided extensive support for applications such as Adobe Illustrator, Photoshop, MS Outlook, Word, Sybase DB, all allowed mobile apps, FTP, and Cloud Services (CuteFTP, Google Drive, Dropbox, OneDrive)
- Ensured functionality of all devices, including printers, scanners, and portable devices throughout departments via frequent evaluations, user requests, and routine maintenance checks
- Corrected issues and support the Exchange Active Directory, and Setup Cisco IP phones
- Evaluated client needs, problems, and solutions and instruct challenged clients on the at-home use of their devices

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### **Accomplishments**

**Healthix COVID-19 clinical event notifications-2021:** taking part in the implementation and integration of the first COVID-19 alert system that tracks COVID-19 in real-time, and health authorities can analyze the demographics data extracted using unique identifiers. The alert system enables participants to deliver a more robust care coordination plan, and aids in seamlessly exchanging clinical information between EHR systems and health authorities regarding subscribed consented patient populations in the Greater New York area.

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### **Education & Training**

*New York College of Health Professions, New York, NY*

#### **Associates in Occupational Studies**

May 2011 - 2013

*NovaWorks, New York, NY*

#### **Computer Science - Mac OS X Support Essentials Certification**

June 2009

*Per Scholas Inc., Bronx, NY*

#### **Computer Science -CompTia A+ Certification**

October 2007 - April 2008

*CompUSA, New York, NY*

#### **Mouse Course - MOUSE Certification**

October 2005 - December 2006

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(References available upon request)