Terence Waters

Solutions Analyst for Intermountain Healthcare & SAT Media/Web Adjunct for SLCC; Graphic/ Web Developer & MBA Student

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Summary

Hi there!

-Who am I?
Full-time Solutions Analyst for EMR support at Intermountain. ITIL-Certified support analyst working in Service Delivery Operations for the iCentra project of Intermountain Healthcare with expertise in Knowledge, Change, Problem, Event, and Incident Management through a vendor partnership with Cerner Millennium EMR systems.

Also a Part-Time Adjunct Professor for the SAT Media and Web Program at Salt Lake Community College. I work with students in front and back-end web design/programming and graphic design projects they create while using Adobe CC Suite and programming languages W3, PHP, MySQL, and Python. I also hold expertise in jQuery, Java, C#, ASP.NET, and some C++.

-What have I done?
• Studying MBA with IT Management concentration at Western Governors University, Dec. 2017-Dec. 2019.
• Earned B.S. in Web Design from Independence University, March 17, 2017.
• Demonstrates 5+ years' in leadership and team-building roles in work & education.
• Holds 5+ years of teaching and coaching experience in past, technical careers.
• Exemplifies 4+ years of proficiency in front & back-end Web Design through training in W3, jQuery, PHP, MySQL, C#/ASP.NET, and SQL from past careers and training.
• Demonstrates strong design experience in Visual Studio 2013-2017 and Adobe CC suite of products including Photoshop, Illustrator, InDesign, Dreamweaver, Muse, Acrobat, and Animate.
• Holds 10+ years experience in tech support, PC hardware/software, and customer service.
• Demonstrates effective soft skills and customer service to people in support roles.
• Multitasks projects through prioritization of tasks and time management.

Behance.net:
http://www.behance.net/AplUSAndmINUS
GitHub Link:
http://www.github.com/terrokkinit

Feel free to connect with me via email, messaging, or phone.

-Terence Waters

Experience

Solutions Analyst at Intermountain Healthcare
December 2017 - Present

1. Maintains advanced level of understanding of functional design methodologies, tools, and techniques to effectively work with stakeholders and caregivers.
2. Documents and recommends workflow changes, functional requirements, specifications, and design solutions needed to support the clinical and business requirements for common and moderately complex problems.
3. Acquires and maintains an advanced level of understanding of the functional architecture, security, and compliance requirements of assigned systems and integration.
4. Utilizes appropriate tools to meet ad hoc informational needs.
5. Participates with information systems to solve issues of moderate to advanced levels of complexity, incidents, and problems according to agreed upon service levels and defined standards and processes.
6. Collaboratively works with peers, information systems, internal and external stakeholders, and suppliers.
7. Provides subject matter expertise to technical and clinical partners; collaborates with technical partners in the technical design, technical implementation, and technical operations of assigned systems and integrations.
8. Collaborates with key clinical and business stakeholders to determine rules, needs, specifications, feasibility (workflow and cost), and priorities for application development / configuration / acquisition requests and projects of all levels of complexity and according to organizational standards and processes.
9. Consults with key clinical and business stakeholders, and collaborates with information systems on selection and acquisition of 3rd party solutions.
10. Collaborates with key stakeholder group(s) (e.g. Clinical Programs, Clinical Services, Divisions, etc.) and key Information Systems caregivers in the acquisition, configuration, development, testing, and implementation of solutions (vended and internally developed) with all levels of complexity.

Freelance Designer
October 2017 - Present

I own a freelance business specializing in web and graphic design, web programming, and piano instruction. I enjoy working with the public, business leaders, non-profits, and the community at

large to help develop identities, design projects, and so forth that showcase the individual or entity I am working with.

SAT Media and Web Adjunct Professor at Salt Lake Community College
September 2016 - Present
- Teaches and mentors in graphic and web design SAT programs involving Adobe CC, front-end and back-end web development, web programming, and graphic art design and composition.
- Creates, distributes, and reviews the course syllabus.
- Meets with academic department chair to develop courseware and curriculum.
- Evaluates student performance promptly and accurately based on departmental rubrics.
- Maintains records of student attendance, involvement, and progress.
- Teaches assigned class material in accordance with learning objectives that are developed by the department.
- Communicates with students outside of class to provide supplementary instruction, when necessary.
- Participates in faculty meetings involving departmental updates.
- Makes copies of supplementary materials for distribution in class.
- Surveys students in order to obtain information about their wants and needs in certain courses.

Application Systems Tech Analyst-Staff
March 2017 - December 2017 (10 months)
- Documents and recommends workflow changes and technical/functional designs needed to support the business requirements for common problems.
- Tests applications, systems and configurations for projects with minimal complexity and according to IS standards.
- Creates technical documentation including knowledge articles, workflow diagrams and escalation diagrams
- Acquires and maintains a moderate/high-level understanding of the technical and functional architecture of iCentra EMR systems and integration.
- Under supervision, documents and recommends workflow changes and technical/functional designs needed to support the business requirements for Knowledge Centered Support (KCS) in ServiceNow systems utilizing HTML, CSS, and JavaScript in Front-end Web Development
- Under supervision, solves common and moderately complex issues, incidents, and problems according to agreed service levels and according to IS Standards. Collaboratively works with peers, internal and external stakeholders
- Participates and collaborates with key stakeholders in the training of peers, end-users, and other IS team members.
- Participates in the development of training and knowledge based materials for use by peers, end-users and other IS team members.
- Under supervision, develops and implements communication plans to all stakeholder groups.

- Represents the KCS activities in iCentra support meetings and other invited meetings
- Participates in weekly conference status calls with other iCentra support teams
- Participates in problem review meetings to determine known error record needs
- Ensure documented support processes are being followed and provide recommendations for continuous improvement to these processes
- Maintains technical and business knowledge for areas of responsibility and acts as a subject matter expert and resource to others
- Responsible to initiate and facilitate process improvement opportunities with management within the area of responsibility.

Application Systems Tech Analyst- Associate
October 2015 - March 2017 (1 year 6 months)

- Documents and recommends workflow changes and technical/functional designs needed to support the business requirements for common problems.
- Tests applications, systems and configurations for projects with minimal complexity and according to IS standards.
- Creates technical documentation including knowledge articles, workflow diagrams and escalation diagrams
- Acquires and maintains a moderate/high-level understanding of the technical and functional architecture of iCentra EMR systems and integration.
- Technical support and implementation of iCentra EMR systems and integration.
- Documents workflow changes and process under supervision.

Consumer Product Advisor at Microsoft
September 2015 - October 2015 (2 months)

- Recommended PC-based hardware and software solutions to customers in a retail environment.
- Troubleshot PC-related issues in hardware, software, networking, and corporate areas.
- Demonstrated world-class customer service through the customer experience while in the retail channel.

Help Desk IT Analyst I at Volt, contracted for CSC and Intermountain Healthcare
June 2015 - October 2015 (5 months)

Help Desk support technician to assist employees and customers with Tier 1 troubleshooting of PC issues, hardware, networking, login issues, etc.
- Interfaced with Tier 2 as needed to escalate appropriate issues through tickets sent.
- Provided superior customer service and experiences to clients to ensure issues are resolved by follow-up, soft skills, oral/written communication skills, problem solving, etc.
- Demonstrated strong technical knowledge and troubleshooting skills to resolve issues as needed.
- Knowledgeable in Tier 1 troubleshooting, networking, PC hardware/software in a Windows 7 and Windows Server environment, etc.

- Managed a group of team members for updating the Knowledge Base in ServiceNow and the Service Desk as part of a special project, completion October 2015
- Wrote Knowledge articles as a Knowledge Base assistant for the Service Desk for Intermountain HealthCare

Freelance Graphic & Web Designer at Self -Employed
January 2008 - October 2015 (7 years 10 months)

- Created custom web designs, graphic illustrations, and logos for clients.
- Worked with various clients in the Salt Lake Valley including Utah Leather Chapter, Millcreek Gardens, NVUS Design and Promotions, Sandy City Parks and Recreation, and others.
- Created banners, flags, and corporate identity for display with Utah Leather Chapter's Pride float at SLC Gay Pride, June 2015
- Proficient in Adobe Creative Cloud Suite of products including Illustrator, Photoshop, InDesign, and Dreamweaver
- Specialized in CMYK print-press, typography, pen-tool illustration, Photoshop illustration using drawing techniques and brushes, flyers, letterhead, and page layout designs.

Student Advisor at Independence University
October 2014 - December 2014 (3 months)

- Assisted new and current students with financial aid, admissions, continued education, and degree completion at Independence University
- Motivated students to higher education and full tenure to ensure students coming in to the online and brick-and-mortar classrooms as a whole.
- Multitasked various tasks at once and delegates issues to fellow team-members to ensure completed work
- Communicated orally and written to students, colleagues, and teachers as needed to ensure continued completion of goals with the University

Technical Support Representative at XMission
August 2014 - October 2014 (3 months)

- Handled inbound calls from customers in relation to XMission as an ISP and web-hosting company
- Troubleshot issues for customers dealing with domain hosting, DNS record-keeping, email support, cloud-based support, colocation, and server admin
- Answered support emails and live chat support for the same issues
- Used strong and effective oral and written communication skills to assist customers
- Executed Linux-based commands and queries to effectively setup and troubleshoot servers based on Debian/Ubuntu and CentOS-based options
- Operated a web server and file server at home through terrokkinit.com

• Assisted with non-related call types involving PHP, WordPress, HTML/CSS coding, and .htaccess customization for Apache-based web site hosting for XMission customers

Trainer's Assistant at Xerox
October 2013 - August 2014 (11 months)

• Trained other customer service representatives from prior experience at Verizon Wireless to assist with calls and ensuring a world-class customer experience for those within my team.
• Diffused customer emotions and empathizes with customer concerns to avoid escalations of issues while also ensuring understanding and respect for my customers.
• Coached new reps coming in to transition on call flow, sequencing, positioning, and de-escalating calls to ensure First Call Resolution.
• Multitasked incoming call-assist and floor support requests from reps on the floor using chat-based support systems and inbound calls to review accounts.
• Trained call center reps as a co-trainer on new services and products being launched by Verizon Wireless in a classroom setting.

Computer Solutions Buyer and Returns Specialist at University of Utah
December 2010 - August 2013 (2 years 9 months)

• Managed the special orders team and floor associates for 3+ years in PC/Mac department.
• Processed direct orders via PO for PC and Mac configurations for departments and students on-campus.
• Recommended and sold solutions to B2B and B2C customers for PC/Mac solutions and configurations, resulting in $2.2 million in gross sales, January 2012-December 2013, & $3 million in gross sales from January-July 2013
• Gave exceptional customer service to ensure timely receipt of special orders.
• Handled inquiries via email, walk-in, and phone conversations while maintaining strong oral and written communication from the beginning of sale to the end.
• Processed payments, deposits, and invoicing for customer orders from quote to sales order to invoice.

MoneyCenter Cashier at Wal-Mart
May 2009 - March 2010 (11 months)

• Handled customer orders for cashing checks, money orders, bill payments, prepaid debit cards, and MoneyGram wire transfers.
• Entered information into register via 10-key as needed for customer information and requests.
• Answered customer questions regarding current transactions and Wal-Mart policies and procedures.
• Balances till at start-of-day operations with POS requirements.

PR Coordinator Internship at Spillman Technologies
October 2009 - January 2010 (4 months)

- Assists with writing of press releases for Spillman on news coverage for Spillman.com.
- Coordinates web updates for Spillman.com and Word documents for content, needed updates, AP style, spelling, capitalization, and grammar.
- Analyzes magazine and newspaper advertisements for trends with competitors and Spillman itself for any updates needed within the organization.

Tech Support Coordinator-II/CSR at Verizon Wireless
October 2005 - April 2009 (3 years 7 months)

- Resolved customer concerns with cell phones and data issues including PDA/Blackberry, data cards, Windows XP/Vista troubleshooting, TXT/PIX/FLIX, voice issues, etc.
- Managed time effectively to ensure call-handling time was in line with company guidelines while also ensuring issues were resolved with each customer.
- Trained new-hires for tech support by doing side-by-side listening to calls along with floor-walking to answer questions.
- Designed trainings and emails relating to new products and services in Microsoft Office programs such as PowerPoint, Word, and Outlook 2003 for 3 ½ years.
- Communicated complex, technical information to both internal and external customers in both oral and written form as necessary to ensure First-Call Resolution.

Customer Support Representative at eBay Inc
June 2005 - October 2005 (5 months)

- Handled up to three customers at a time by working in Account Takeover for eBay, Inc.
- Resolved customer concerns over chat-line in Apropos Chat by typing 65+ WPM and multitasking between various screens for each customer.
- Created emails for communications amongst the team in Microsoft Outlook for three months.

Bagger, Cashier, & Front-end Supervisor at Associated Food Stores
August 1999 - June 2005 (5 years 11 months)

- Handled customer orders for groceries by using scan/weight POS systems for input.
- Tendered cash, credits/debits, accounts receivable, and checks for customer payment.
- Balanced safe each night to reconcile tills and cash as necessary for bookkeeping purposes.
- Balanced till each night according to POS requirements through 10-key calculations.
- Managed a team of eight cashiers and eight courtesy clerks for improvement and continued work ethic amongst the team.

Graphics Editor at Southern Utah University
February 2004 - December 2004 (11 months)

- Designed graphics for the University Journal by using Adobe Illustrator, Photoshop, and Dreamweaver CS software.
- Wrote news and opinion articles for the University Journal to fill dead spots in the paper.

- Proofread all graphics and content to eliminate major-factual errors and ensure newspaper and AP style was adhered to, including spelling and grammar.
- Edited all pages to the newspaper in relation to style, graphics/photography, capitalization, spelling, and grammar as an assistant Copy Editor.

Education

Western Governors University
Master of Business Administration (MBA), Computer/Information Technology Administration and Management, 2017 - 2019
Landmark
Non-matriculated, General Studies, 2017 - 2017
Activities and Societies: Landmark Forum, August 25-27 & 29, 2017
Independence University
Bachelor's Degree, Web Design and Development, 2014 - 2017
Activities and Societies: • Project Manager/Team Lead for Students Helping Students with Student Advisory Committee to help promote Freshman programs • SHARC Help page redesign with UI/UX info, acting as team lead • Graphic Design Club, 2014-2017 • Student Advisory Committee, 2014-2017 • Business Club, 2015-2017 • President's List, 2014-2015 • Dean's List, 2015-2017
Salt Lake Community College
Certificate of Proficiency (CP), CP in Web Programming, 2015 - 2015
Activities and Societies: - Art Gallery exhibit for Multicultural Talent Division, March 2015
University of Utah
B.S, Marketing, 2010 - 2012
Activities and Societies: - University Campus Store Employee - Business Club
University of Phoenix
Bachelor of Science (B.S.), Marketing, 2007 - 2009
Activities and Societies: - PBL - SkillsUSA VICA
Southern Utah University
B.S, Information Systems-Graphic Design concentration, 2002 - 2004
Activities and Societies: - Percussion Ensemble - University Journal - Symphonic Band
Richfield High School
H.S. Diploma, General Education, 1998 - 2002
Activities and Societies: - FBLA - SkillsUSA VICA - Symphonic Band - Jazz Ensemble - Yearbook Staff - Cat Tracks (Newspaper) - Sterling Scholar Computer & Info. Tech 2002 - French Club

Honors and Awards

President's List, Dean's List

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Linked in

[Contact Terence on LinkedIn](#)