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[www.brandonrails.com](http://www.brandonrails.com)

*IT Specialist with over 3+ years of experience in electronic health records, information security and troubleshooting. Highly familiar with a fast pace, high pressure, dynamic work environment. Possess a Bachelor Degree in Corporate Communications and Business.*

## TECHNICAL SKILLS

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**Operating systems:** Windows 2000/Me/XP/7/8, Mac OS X, Unix, Linux  
**Software Applications:** MS Office, Lotus Notes, Adobe Photoshop, Adobe Fireworks  
**Applications Continued:** Salesforce, Microsoft SQL server 2008  
**Languages:** SQL, HTML, CSS, JavaScript, Ruby on Rails

## PROFESSIONAL EXPERIENCE

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**Nextgen Healthcare** **Horsham, PA**  
*KBM Templates Analyst* *July 2014 – Present*  
Used technical skill and acquired expertise of company's product to independently resolve issues, often times complex, with customer's database, software applications, technical configurations, etc.

- Recognized multiple times for excellent customer service in addition to exceeding quarterly goals
- Responded to all support issues in less than two hours by telephone and maintained average resolution time of less than two days which is well under the company average
- Exercised independent judgement to determine the appropriate course of action to be taken based on the analysis performed and all possible solutions

**Xaxis** **Horsham, PA**  
*Data Analyst* *November 2013 – July 2014*  
Demonstrated the ability to read and write an array of programming languages including JavaScript, Python, and jQuery to ensure client's advertisements are properly implemented into the OAS platform

- Successfully use cloud based platforms such as Salesforce to organize, delegate and complete daily workflow
- Collaborated with Media Strategy and Business Development to leverage historical campaign data for inventory forecasting and media proposals
- Provided analysis of campaign metrics, and suggested improvements to drive success of campaign.

**Clark Associates Inc** **Philadelphia, PA**  
*Sales Representative* *June 2013 – November 2013*  
Listened to and analyze the customer's issues, investigating the problems, and providing strategic solutions.

- Fostered a team oriented environment by maintaining a positive, professional attitude in all correspondence within high pressure situations.
- Providing friendly, efficient, and accurate solutions for customers with the goal of customer loyalty and increased business sales

## EDUCATION

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**Pennsylvania State University** **University Park, PA**  
*Bachelor Degree in Corporate Communications and Business, December 2012*

- GPA 3.32/4.0