**Brent Conner**

1843 War Admiral Dr SE **|** Albuquerque, NM 87123 **|** (505) 550-2936 **|** [mrbrentconner@gmail.com](mailto:mrbrentconner@gmail.com)

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| **SKILL SUMMARY** |

* 15+ years of Professional IT experience
* Hyperspace Web, MyChart, System Pulse
* Web Blob, EPS, Interconnect, BCA, Link
* Epic Upgrade/Update Specialist
* PowerShell Automation
* Windows Server 2008/2012/2016/2019
* Problem Root Cause Analysis
* Project Implementation
* Process Creation & Documentation
* Incident Root Cause Resolution
* Troubleshooting
* Epic Client Systems Administration
* Strategy Development
* Unix experience related to Epic environments

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| **PROFESSIONAL IT EXPERIENCE** |

**Epic Client System Admin**Presbyterian Healthcare Services

Nov 2013 – June 2014, July 2016 - Present

* Support and monitor Epic Web & Service Servers
* Implemented Epic 2017, Feb 2019, May 2019, Feb 2020, May 2020 Upgrades
* Server maintenance automation through Powershell
* Create and configure Epic unix records, LWS, EPR, E0A, System tables, and more

**Epic Home Health Analyst**Presbyterian Healthcare Services

July 2014 – July 2016

* Remote Client deployment, maintenance and database management
* SmartUpdate script automation across all Epic environments
* Masterfile build: LQF, LCT, LFG, EAF, EPR, LPR, SDF, HSD and more

**Client System Admin** Kemtah Group (Unity) for Presbyterian

Oct 2011 – Nov 2013

* New PC deployments, OS upgrades, software updates, installations and maintenance
* Printer and peripheral setup, CA Service Desk ticket system; On-call support after hours
* Windows/MAC support, SCCM, Microsoft Suite and TCP/IP troubleshooting

**Service Desk IT Support**Sitel Inc.

May 2006 – June 2008

* Software and hardware troubleshooting, initial configuration, process automation
* Promoted to Tech Support Trainer in Oct 2007
* Final Tier for customer escalation support

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| **CERTIFICATIONS** | | | | |
| ECSA: Hyperspace  ECSA: Hyperspace Web, Interconnect, and System Pulse  ECSA: BLOB, Business Continuity Access, and Printing  ECSA: Care Everywhere  ECSA: MyChart, MyChart Mobile, and EpicCare Link | | | Epic Home Health & Hospice  CompTIA A+  Epic 3rd party skills assessment | |
| **REFERENCES** | | | | |
| **William Smith-Eisele**  *Supervisor, Epic IT*  (505) 730-5113 | **Diego Corriz**  *Enterprise Engineer*  (505) 220-8016 | **Jeff Diedrich**  *Epic Client Systems Admin*  (480) 231-2035 | |  |