BROOKE THORSON

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PROFESSIONAL SUMMARY

Information Technology professional seeking a challenging position within an organization, which utilizes my skills and education in public health, health sciences, informatics, and information technology to make significant contributions leading to organizational and personal success. A history of achievement and innovation coupled with exceptional work ethic, commitment, and loyalty demonstrates a proven track record of willingness to learn, lead, and thrive.

SKILLS

- Advanced customer service and relations knowledge
- Detail-oriented, self-motivated, agile, self-confident, and capable of collaboration
- Strong written/verbal communication, interpersonal, and presentation skills
- Experienced in conflict resolution, leadership, vendor and stakeholder management
- Progressive team building and customer training
- Project coordination, planning, and management
- Advanced knowledge of multiple computing platforms and software/hardware, such as Macintosh, Windows, iOS, Tablets, and peripherals
- Expert in gSuite Applications, incident management, and knowledge management

WORK HISTORY

Associate Systems Specialists 08/2019 to Current
Genentech, Inc.

- Deliver knowledgeable L2 technical support for all employees by troubleshooting all supported platforms and hardware/software, including but not limited to Windows, Macintosh, OSX, iOS, tablets, printing devices, laptops, desktops, and peripherals.
- Contribute in an indispensable and essential manner towards subject matter expert projects, sub-team tasks, and knowledge management documentation.
- Provide exceptional customer service for clients by communicating and resolving technical issues clearly and effectively.
- Display a professional attitude and demeanor, strong teamwork, accountability, resourcefulness, and a proactive approach to issue resolution.

Project Coordinator I, 05/2019 to 08/2019
Partnership HealthPlan of California

- Support the successful implementation of projects by developing and maintaining detailed project plans, budgets, charters, and requests. Identify and manage project deliverables, dependencies, and critical path milestones.
- Provide technical and administrative support for the development of business cases and system reports for project and programs. Develop and publish meeting minutes, agendas, and necessary project documentation for stakeholder review.
- Work with departments and relevant units to develop tactical program and portfolio initiatives by developing effective and high quality projects.

Level 2 Technical Support Analyst, 02/2019 to 05/2019
Genentech, Inc. - CyberCSI

- Provided L2 technical support for all system Users by installing, configuring, troubleshooting, supporting and maintaining Windows and Macintosh hardware, software, and peripherals including: desktop and laptop computers, and network operations.

- Respond to and diagnosing problems through discussions with Users including but not limited to problem recognition, research, isolation, and resolution steps.
- Maintained Microsoft and Macintosh Activate Directory for the specific needs of the business environment by establishing user accounts, network security, troubleshooting printer issues, backing up devices, install and maintaining Symantec Endpoint protection Antivirus server.
- Added and maintained groups policies, certificates, and virtual private networks to each imaged machine allowing Technical Support, Security, Server groups and Network teams administrator rights to each device.
- Defined technical issues and work with engineering/development staff to determine solutions.

Associate System Specialist Intern, 01/2018 to 02/2019
Genentech Inc
- Delivered knowledgeable L2 technical support for all employees by troubleshooting all supported platforms and hardware/software, including but not limited to: Windows, Macintosh, OSX, iOS, tablets, printing devices, laptops, desktops, and peripherals.
- Contributed in an indispensable and essential manner towards subject matter expert projects, sub-team tasks, and knowledge management documentation
- Provided exceptional customer service for clients by communicating and resolving technical issues clearly and effectively
- Displayed a professional attitude and demeanor, strong teamwork, accountability, resourcefulness, and a proactive approach to issue resolution

Information Technology and Services Consultant, 03/2018 to 06/2018
Cerner Corporation
- Communicate, collaborate, and work to design and customize clients' new or updated computer systems.
- Educate clients on technological advancement that decrease errors and reduce wasteful spending.
- Build and foster client relationships with an end goal of assisting in successfully transitioning clients through Cerner implementation; which includes system testing, troubleshooting, issue management, training, and go- lives.
- Participate and engage in the development of tools and technologies that support health care providers and patients navigate various health care systems and solutions.

Team Member, 05/2017 to 02/2018
Adidas
- Ensure customers receive top brand and merchandise shopping experiences through customer service, visual merchandising, retail merchandising, allocation, replenishment, and in-store communication of products and promotions.
- Responsibilities include fulfilling daily shipment orders and ensuring floor sets are regularly completed.
- Additional tasks are comprised of receiving, pricing, and merchandising daily delivery orders with one hundred percent turnover rates.

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Bachelors of Science: Health Sciences (Health Studies & Informatics), 2017
Walden University - Minneapolis, MN
GPA: 3.75,
- Member of International Scholar Laureate Program & Golden Key International Honor Society
University of Berkeley - Web Developer Bootcamp, January 2022

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- 10961 Automating Administration with Windows PowerShell training
- HFMACertified Revenue Cycle Representative (CRCR)
- Centers for Medicare and Medicaid Services- Medicare Billing Certificate Program for Part A Providers
- Centers for Medicare and Medicaid Services- Medicare Billing Certificate Program for Part B Providers