Joseph Daniel Ybarra

Greater Tucson Area

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Summary

Experienced Information Technologist with vast IT experience.

Skills include computer networking, analytical thinking and creative problem solving.

Able to apply customer service concepts to IT to improve user experience for clients, employees and administration.

Experience

IT Project Manager
ASM Research

Jan 2021 - Present (6 months +)
Managed project execution to ensure adherence to budget, schedule, and scope.

Conferred daily with project personnel to identify and resolve problems.

Monitored & tracked project milestones and deliverables.

Submitted project deliverables, ensuring adherence to quality standards.

Assess current or future customer needs and priorities by communicating directly with customers, conducting surveys, or other methods.

Managed Client relations by providing daily/weekly/monthly/quarterly RCA's and developing innovation initiatives

Directly managed 20+ Agents while creating & mentoring future Project Team Leads.

Exceeding SLA targets maintaining overall 98%+ Quality with 5%+ Audits rates

Developed Team Operations, As well as project KPI's

Currently maintaining attrition below 4%

Helped Organization to Achieve Recognition & see it Awarded the V360 Global Industry Transformation Award

Information Technology Analyst III
Apex Systems

Oct 2019 - Jan 2021 (1 year 4 months)

Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

Maintained daily performance of computer systems.

Responded to email messages & Slack for customers seeking help in reference to employment onboarding (Credentialing, Modifications, Access Request)

Walked Clients through problem-solving process within Training Modules.

Installed, modified, and repaired computer hardware and software. (Diagnostic Testing)

Resolved technical problems with computers connecting to Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Installed computer peripherals for users.

Service Desk Analyst
Tucson Medical Center
Jun 2018 - Oct 2019 (1 year 5 months)
Followed defined hand off processes to dispatch the appropriate team/person/vendor to resolve issues.

Assisted Team Lead in Documenting processes to Triage supported applications.

Closed and Resolved assigned service requests in a timely and effective manner.

Participated in process improvement activities, both internally for team, and externally for customers.

Created basic statistical reports regarding calls and resolutions.

Identified console messages to the appropriate system within TMCH; takes appropriate action to resolve console messages.

Created basic statistical reports regarding calls and resolutions.

Information Services Specialist
UCI Health
Oct 2017 - Jun 2018 (9 months)
Epic Software Tester, Technology Support

Install, modify, and repair computer hardware and software.

Run diagnostic programs to resolve problems.

Resolve technical problems with computers connecting to Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Install computer peripherals for users.

Follow up with customers to ensure issue has been resolved.

Gain feedback from customers about computer usage.

Run reports to determine malfunctions that continue to occur.

Helpdesk Technician
HP
Jun 2017 - Oct 2017 (5 months)
Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.

Respond to queries either in person or over the phone.

Maintain daily performance of computer systems.

Respond to email messages for customers seeking help.

Ask questions to determine nature of problem.

Walk customer through problem-solving process.

Install, modify, and repair computer hardware and software.

Run diagnostic programs to resolve problems.

Resolve technical problems with computers connecting to Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.

Install computer peripherals for users.

Follow up with customers to ensure issue has been resolved.

Gain feedback from customers about computer usage.

Run reports to determine malfunctions that continue to occur.

Customer Service Representative
Carrington Mortgage Services, Mortgage Lending Division
Jul 2015 - Sep 2015 (3 months)
Scan or read incoming materials to determine how and where they should be classified or filed. Input data, such as file numbers, new or updated information, or document information codes into computer systems to support document and information retrieval.

Perform general office activities, such as typing, answering telephones, operating office machines, processing mail, or securing confidential materials.

Sort or classify information according to guidelines, such as content, purpose, user criteria, or chronological, alphabetical, or numerical order.

Call Center Customer Service Representative
Jan 2015 - Jul 2015 (7 months)
Solicit Safety Automotive Recalls over the telephone by outbound calls.

Deliver prepared Recall Notification, reading from scripts that describe products affected by the recall and services available, to persuade customers to have their vehicles serviced.

Obtain names and telephone numbers of existing customers from sources such as DMV records, and lists purchased from other Automotive Service Centers.

Call Center Representative
HealthTrio, LLC
Jun 2014 - Jul 2014 (2 months)
Researched questions and concerns from providers and provided detailed responses.

Interacted with providers and other medical professionals regarding billing and documentation policies, procedures and regulations.

Responded to correspondence from insurance companies. Managed call flow and responded to technical support needs of customers.

Demonstrated professionalism and courtesy with customers at all times.

Customer Service Associate
Intuit
Dec 2013 - Apr 2014 (5 months)
Compiled financial reports pertaining to cash receipts, expenditures and profit and loss.

Reconstructed accounting records from clients' checks and cash receipts.

Addressed and resolved customer product complaints empathetically and professionally.

Gathered and verified all required customer information for tracking purposes.

Defused volatile customer situations calmly and courteously. Accurately documented, researched and resolved customer service issues.

Answered a constant flow of customer calls with up to[100] calls

Education

Southern New Hampshire University
Bachelor of Technology - BTech, Informatics
2019 - 2023

Ashford University
Bachelor of Arts (B.A.), Health/Health Care Administration/Management
2011 - 2017

Ruben S. Ayala High School
Diploma, General Studies
2000 - 2004

Licenses & Certifications

OneDrive for Business Essential Training - LinkedIn

MySQL Essential Training - LinkedIn

JavaScript: Classes - LinkedIn

CompTIA A+ (220-1001) Cert Prep 1: The Basics - LinkedIn

Tasks in Microsoft Teams: First Look - LinkedIn

ITIL® Foundation 4 First Look - LinkedIn

Learning Troubleshooting for Web Developers - LinkedIn

Introduction to Microsoft 365 for IT Pros - LinkedIn

Microsoft Azure Security Technologies (AZ-500) Cert Prep: 5 Data at Rest, App Security, and Key Vault - LinkedIn

Cert Prep: PMI Agile Certified Practitioner (PMI-ACP)® - LinkedIn

Skills

Project Management • ServiceNow • ITIL • IT Service Management • Salesforce Lightning • Amazon Web Services (AWS) • Microsoft Teams • SQL Azure • Active Directory • Microsoft Power BI

Honors & Awards

Global Industry Transformation Award - V360
2021