

Karanvir Sandhu

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OBJECTIVE:

Valuable Technical experience in a fast-paced highly stressful environment. Able to provide excellent Customer Service with great communication skills. Highly adaptable in being able to learn new skills and taking on more responsibilities.

EDUCATION:

Bachelor of Science in Business Administration, Management Information Systems

California State University Sacramento, Sacramento, CA, May 2017

Associates of Science in Business Administration and Social/Behavioral Sciences

Sierra College, Rocklin, CA, May 2015

TECHNICAL SKILLS:

Microsoft Suite, Active Directory, Cisco WebEx, Skype for Business, Zoom, Citrix, Cherwell, Cisco Telepresence Management Suite, Bomgar, VPSX Server

WORK EXPERIENCE:

Technical Analyst I, Sutter Health – Mather, CA

Nov 2019 - Present

- Sutter enterprise support for collaboration tools, such as Skype for Business, Cisco WebEx, Microsoft Teams, and Cisco Telepresence Management Suite
- Aid with creating meetings on the Cisco Telepresence Management Suite, monitoring sessions and troubleshooting problems immediately to allow for efficient conferences
- Use Cherwell with Tickets, helps with monitoring Incidents as a Team and for ourselves. Each ticket has 3 levels of priority, LOW, MEDIUM, and HIGH. Most of the HIGH tickets can be Patient Impacting, and if they are not, with the approval of the customer, they can be lowered
- Responsible for the Cisco Telepresence Codecs throughout the business, testing and upgrading all units to establish up-to-date compliance. If run into problem, contact the local desktop teams at sites for troubleshooting purposes, have to use time management in upgrading, so it doesn't interfere with any currently running meetings
- Provide end user training on collaborative tools, with an emphasis on Cisco Telepresence Management Suite to ensure they can create their meetings and Cisco WebEx with the workflows that Admins or Clinicians need with the COVID-19 Pandemic, we had a rise of incidents regarding various tools so I'm now responsible with training staff on how to use Conference Room understanding how to use the Creston and Cisco Panels. Create a Meeting with the user who needs to be trained, go over the Web interface on how to schedule Meetings, as well documentation, after doing so, I grant them access to create

their own Meetings and send over documentation, they can call out hotline if they run into any problems

- Key contributor in configuring 3500 Isolation and Facetime iPads for Video Visits. This was done over the course of 1 month, with the start of the pandemic. Part of the configuration includes Cisco WebEx for video conferencing, which I'm responsible for across all Sutter users.
- High levels of interaction with the Collaboration team as well as with other Technical teams throughout Sutter to make sure tickets are routed correctly. This usually requires combined effort to get all the information necessary in order to provide the upmost support
- Use Bomgar software to remotely access end-user's technical devices to install and troubleshoot as needed
- Create documentation on workflows for various collaboration tools that Sutter offers to support end users, both in understanding how and when to use the tools, but also how to troubleshoot things they are able to resolve themselves. This allows for us to focus on high impact cases while also supporting end users with the comfort of relying on documentation for easy fixes.
- Super agile with the hand-on experience needed for the collaboration tools that are managed by our team and used by stakeholders, which include everyone from doctors and clinicians to analysts and executives. The diversity in stakeholders has allowed me to adopt new and various communication styles to best support each individual to enforce effective and efficient collaboration.

Desktop Technician I (Contractor), Sutter Health - Randstad, Sacramento, CA

Oct 2018 – Nov 2019

- Providing IT customer service across both Sutter Medical Center Sacramento (SMCS) and Sutter Roseville Medical Center. Daily responsibilities included, but were not limited to, troubleshooting printers and other technical hardware and supporting MVW (my virtual workspace) and CitrixVPSX, Cherwell, Bomgar remote software, Imprivata Admin Console, Asset Explorer, and Citrix Director.
- Responsible for documenting tickets within Cherwell, recording troubleshooting steps that were taken for work orders and the completion time based on SLAs and given deadlines
- Imaging HP remote PC's and thin clients, installed and updating drivers for hardware, such as printers, implementing and enrolling employees with followmeprinting (the ability for employees to print at any printer using their badge)
- Deploying hardware, setting up workstations, docking stations, and managing cables
- To help track all orders and monitor assets, diligently tracked and documented hardware information in Asset Management database, specifically serial numbers, the hostname, and the location of where the item belongs Being adaptable, working in a fast-paced professional environment, able to work individually as well as in a team setting with minimal supervision
- Use critical thinking when trying to troubleshoot hardware or software issues, specifically being analytical, communicating, being creative, open-minded, and having the ability to problem solve, working many different kinds of softwares in the Hospital environment, needed to be able to adapt and understand what the problems occurred, escalated if problems couldnt be troubleshooted

- Communication skills to assist the client, this includes surveying, gathering and consulting on requirements.
- Attention to detail, making sure to schedule with the customer or vendor to meet the requirements to get a task done by deadline and meet SLA. Work through the details in a timely manner, through my time management, I was able to allow for QA time to ensure the end results were as expected.
- Support at least 1000+ users across multiple campuses Sutter Medical Center Sacramento: Buhler, Women and Children's Center, Ose Adams, Alhambra, Capitol Pavilion, Capitol Imaging, Stockton Blvd: Sutter Medical Plaza, and Fort Sutter