Andria Broadnax

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EDUCATION

Borough of Manhattan CUNY College, NY	**A.A.S in Computer Network Technology**	*Graduated June 2018*
New York Business Institute, New York, NY	**CompTIA A+ Program**	*Completed Aug. 2016*

RELEVANT COURSEWORK

Network Security and Network protocols TCP/IP, LAN/WAN, Cisco
Applications Install, maintain, upgrade and configure hardware
UNIX Operating Systems
Computer Programming -Java

TECHNICAL & ADMINISTRATIVE COMPETENCIES

SOFTWARE

- Operating Systems: Windows Server 2010, Windows 7, 8, 10, Mac OS (Mojave, High Sierra), Android OS, IOS, Linux(Ubuntu)
- Management: Active Directory, Oracle VM, Bomgar VMWare
- Security: Cisco Tracer Packet, Wireshark, McAfee, Sophos, Symantec, Global Protect
- Applications: Remedy Ticket System, Zendesk, Office 365, Adobe PS, Indesign & Illustrator, Pulse Secure (VPN Application), Blue Jeans, WebEx

HARDWARE

- A/V Crestron Systems
- Avaya Phone Systems
- Laser, Fax machines, Scanner, Toner and Scanner cartridges
- Motherboards -ATX, Mini ATX, Raspberry Pi
- Flat Panel Monitors and Graphic PCI
- Fiber Optics, Ethernet, Coaxial Cable
- Cisco Routers and Switches

ADMINISTRATIVE

- Problem Solving
- Multi-Tasking and Flexibility
- Good communication and Interpersonal Skills
- Ability to work well independently

EMPLOYMENT HISTORY

FCB Health, Manhattan, NY   **Technical Analyst (Remote)**   *Nov. 2018 – Present*

- Served as the local office primary point of contact for administration and hardware/software support for new and existing file, print, and application servers.
- Regularly update the ticket tracking system (Remedy) with status and fixes.
- Directly interacted with users, requiring strong interpersonal skills with heavy focus on client relations.
- Installed and updated software and/or hardware peripherals, applied security patches and anti-virus updates, updated accounts in Active Directory, modified Group Policies and registry's. Imaged PC and MAC laptops/desktops.
- Provided application support for all Adobe applications, Office 365, Universal Type Client, docuproof, SnagIt, and other web based applications.
- Resolved Avaya phone systems as well as Android, iPhones, iPad's and Wacom tablet issues.
- Resolved problems by applying established techniques, procedures and specific standards as determined by the End User Engineering Services team.
- Resolved end user's desktop computer issues, VPN's using Pulse Secure and configuring/troubleshooting printers.
- Participated in new and existing infrastructure deployments and coordination of projects with IPG End user Engineering Services, Core Services, and Global Networking teams to provide site designs according to documented standards.
- Responded to after-hours/emergency support requests as needed.
- Responsible for timely and accurate analysis and system administration.
- Supported all meetings from a technical standpoint including A/V setup and troubleshooting.

Clinic IT, Manhattan, NY   **Desktop Support Technician** *(Intern)*   *Jun. 2017 – Sept 2017*

- Resolved tier 1 work orders. Elevated complex and/or high priority problems to the appropriate techs for resolution
- Performed onsite technical support to clients as well as remote troubleshooting to software and networking issues
- Engaged in research and in-depth troubleshoot to resolve technical issues on mobile devices, laptops and desktops
- Assisted and participate in small projects or projects that are specific to the tech's assigned department
- Participated in testing and evaluating new software, hardware, systems
- Configured and install new Windows desktop computers and HP printers
- Involved in the installation and rollout of new and upgrade of existing software
- Displayed exceptional people skills and maintained calm demeanor during every phone call

NYU Langone Medical Center, Manhattan, NY   <u>**Departmental Administrative Assistant**</u> *Nov. 2013 – Nov.2018*

- Coordinated patient referral request
- Sending surveys, bereavement cards and complete follow-up phone calls
- Scheduled family meetings, departmental meetings and other meetings as requested
- Additional responsibilities include: reimbursement requests, ordering supplies, heavy data entry and creating numerous excel monthly/quarterly patient data and survey reports
- Assisted in billing recordings and submission
- Recorded minutes for the Pediatric and Palliative care departmental meetings
- Created staffs, medical students and fellow weekly/ monthly schedules
- Updated weekly/monthly on-call schedules for Nurses and Attending's in the Palliative Care, Pediatric and Geriatric department
- Organized annual interdisciplinary conferences and department events
- Participated in numerous Joint Commission projects and audit preparations

NYU Langone Medical Center, Manhattan, NY   <u>**Hematology Secretary**</u>   *Nov.2007 – Jul. 2013*

- Responsible for all Purchasing Request , Invoices, Service Agreements and Contracts
- Tested and distributing blood specimens
- Department payroll processed on a weekly basis
- Created Blood Smears for staff
- Maintained department inventory weekly
- Updated staff weekly schedule, design holiday layouts, event invitations and laboratory log sheets
- Created numerous reports and spreadsheets, inclusive monthly expenses, reagent study reports
- Answered heavy switchboard, inclusive calls from Doctors, Nurses and vendors
- Provided customer service to all vendors
- Booked conference meetings for departmental meetings and other meetings as requested
- General office duties, data entry, processing incoming/outgoing mail, petty cash, filing, faxing, and purchases orders
- Typed and modified numerous procedures and laboratory policies