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|  |  | William davis  PACS Support Specialist |
| Profile I am a hardworking and passionate, I do my best to meet or exceed my goals in life. I believe I would be a great asset to any company because of my personality and willingness to learn. I am personable, humble, driven, ambitious, team oriented, and always eager to tackle new tasks. Contact PHONE:  406-589-4542  EMAIL:  [Wdavis27@outlook.com](mailto:Wdavis27@outlook.com)  LOCATION:  Belgrade, MT |  | EDUCATIONPurdue University Global June 2018 – April 2020  Associates of Applied Science WORK EXPERIENCEBozeman Health PACS Support Specialist February 2013–Present   * Train new staff members on how to use software * Develop effective documentation of software workflows and How-To documents. * Assist with project management duties during software upgrades and implementation * Achieved Software Administrator status for ProVation MD software. * Provide excellent customer service * Effectively and efficiently troubleshoot software and hardware issues. * Receive regular recognition for customer service skills along with progressing technical knowledge * Currently taking a Global Knowledge Microsoft course on Implementing and Managing Windows 10  **SKILLS**  * Microsoft Office Suite- Intermediate * Primary staff software trainer * Customer Service * Desktop support- Intermediate * Develop technical documentation- Intermediate * Project management- Beginner * Active Directory- Beginner * Windows 7- Intermediate * Windows 10- Beginner * Sysaid Helpdesk ticketing system |