**Andrea Jepsen**

(425) 345-0664

sunnytime08@gmail.com

**Summary of Qualifications**

* Over 23 years’ customer service support
* Handles pressure and has the ability to meet deadlines with ease
* Excellent interpersonal, communication and leadership skills
* Experienced in Lean management and Continuous Process Improvement
* Positive, pleasant and supportive disposition and works well with diverse personalities
* Several years of computer experience, including Microsoft Office Suite, AS/400, OS/400, Web Design, SharePoint 2016, ERP, Abacus (Baxter), Epic, EM2400 Compounder, Document Management, CareTend, ServiceNow, Concur, and the ability to learn new applications quickly and proficiently
* High level of organization
* Knowledge of procedures related to documentation processing
* Account provisioning and IT security experience with CHIP, Abacus and CareTend
* Ability to adhere to assigned schedule and demonstrate punctuality and consistent attendance
* Effective organization and time management skills
* Excellent analytical and problem-solving skills
* Self-motivated and proficient
* Skilled in multi-line phones
* Strong attention to details
* Creative troubleshooting and ability to assess and prioritize work

**Professional Experience**

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| **Field Service Representative** | 09/2019 – current |
| Ricoh – USA | Various sites, WA |

* Responsible for a broad knowledge of Ricoh operational services including IT support functions, print production, finish work, reception, document scanning and filing, inventory control, logs, and reports for billing
* Assist management with process improvement, procedure testing and validation, implementation of new services, employee training, and ensuring field compliance with Ricoh's Managed Services methodology
* Proactively manage service requests for hardware and software solutions in the service center
* Arrange for service calls and follow through on escalations
* Effectively escalate technical issues as defined in site procedures guide
* Collects data for the completion of the Monthly Management Report
* Work in a team environment by maintaining positive, productive relationships with co-workers, management, sales and production departments
* Adapt to changing situations, flexibility, high motivation and sense of urgency
* Make sound justifiable decisions and take action in solving problems
* Use excellent oral communication skills by being able to clearly present information through the spoken word in positive and negative circumstances
* Comprehension of written and verbal instructions from customers and ability to effectively translate to site resources
* Deliver operational excellence for onsite personnel absences and training

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| **Sr. Technical Analyst** | 1/2002 – 10/2018 |
| Seattle Children’s Home Care Services | Bothell, WA |

* Provided a wide range of complex services required to install, test, operate, and maintain hardware and software systems required to support Home Care Services customers in a timely manner
* Approved billing for invoices received for Home Care IT
* Set up Audio Visual meetings for Home Care customers
* Managed Ricoh MFD contract with Ricoh sales for Home Care customers
* Provided administrative support for Home Care customers and management team
* Member of the management team collaborating with others on the team for decision making
* Collaborated with IT staff, vendors and others to provide programming and development support for Home Care applications
* Maintained emergency plans and procedures
* Supported, maintained and managed the AS/400 computing system and peripherals to ensure reliable and effective computing infrastructure to preserve Home Care Services customers
* Managed applications for Home Care Services customers, including permissions for users to various systems
* Provided Help Desk support for over 350 customers
* Performed system upgrades and completed disaster recovery testing
* Managed system security as well as passwords for service accounts
* Provided IT training to staff and end users
* Supported Children's telecom, Service Now, BAXA EM2400 compounder, ERP, CRM, Microsoft Office and other related information systems and networks for Home Care Services customers
* Vendor management for IT related services, including working with architects for reconfiguration of office space
* Installed and configured new software systems for Home Care customers
* Supported users via RDP

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| **IT Supervisor** | 2/1997 – 1/2002 |
| Health Team Northwest | Bothell, WA |

* Provided computer, network and hardware support for Home Care staff
* Provided friendly and efficient customer service by demonstrating sincerity, patience and respect in all customer interactions
* Maintained documentation of company’s hardware and software which included 220+ staff and 5 locations throughout Washington State
* Processed customer transactions quickly, accurately and efficiently
* Maintained knowledge of emergency plans and procedures
* Coordinated with IT staff to ensure maximum productivity and teamwork
* Prepared and monitored IT budget
* PC support (desktop problems related to Windows, Microsoft Office, TCP/IP, IE and other Enterprise applications)
* Identified and planned for future technology needs and enhancements
* Coordinated and installed AS/400 software and hardware enhancements

**Education / Training**

* Woodway High School Diploma, Edmonds, WA
* Various Lynda.com and LinkedIn courses
* NetDesk, Seattle, WA – Various IT courses, including:

Networking Essentials, Supporting Windows, Administering Windows NT, TCP/IP on Windows NT, Windows NT Enterprise, Project Management for IT Professionals

**References**

Leslie Kay, RPh - retired

206-618-3614

Shirley Pelan - retired

425-743-2050

Cheri Boekenoogen - Nutrition and Respiratory Manager

Seattle Children's Hospital Home Care Services

425-327-6782

Ron Rubatino - Shop Foreman

Truckcare, LLC

425-418-8007