**DAVID FERDINAND PULIDO**

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**EDUCATION**

**KELLER GRADUATE SCHOOL OF MANAGEMENT OF DEVRY UNIVERSITY** Pomona, CA

*Graduate Certificate with concentration Health Information Systems including Security, HIPAA,*

*Systems Analysis and Health Informatics*

**LOMA LINDA UNIVERSITY** Loma Linda, CA

*M.B.A, Health Administration*

**ANDREWS UNIVERSITY** Berrien Springs, MI

*B.B.A., Management*

**CONSULTATIONS**

* Complete setup of a Windows 2000 domain for a startup dental practice including hardware and networking.
* Configured settings for DHCP, DNS, WINS, and Active Directory services for smooth network traffic flow.
* Installed and configured 3rd party PACS software that integrated with dental digital and video imaging hardware.
* Created mixed network environment for WIN 2000 and 98 due to dental software legacy.
* Setup Windows 2000 domain for freight forwarding company
* Upgraded to a Windows 2000 domain from NT 4.0 domain & Office 97 to Office 2000 on all workstations.
* Implemented domain virus protection using McAfee Virus Scan on all machines.
* Worked with developers & off site consultant on the test environment for the customized Ocean Import software
* Evaluated, revised, and augmented the Office of Inspector General laboratory compliance manual for a Los Angeles based clinical laboratory as partial fulfillment of MBA Practicum.

**SPECIAL SKILLS/KNOWLEDGE/CERTIFICATIONS**

* Extensive customer service experience by phone or in person.
* Microsoft Certified Systems Engineer, Microsoft Certified Professional + Internet, Microsoft Office
* Ability to work independently with little or no supervision
* Extensive knowledge of Microsoft Windows Operating Systems
* Build, install, and configure PC systems for buisness environment.
* Install, configure, and upgrade Apple systems using both Intel
* TCP/IP, DNS, WINS, Active Directory
* WiFi setup and configuration
* CompTIA A+ certification
* Customer Service training by Jim Temme & Associates

**EXPERIENCE**

***Computer Support Specialist II, School of Dentistry, Loma Linda, California May 2009 to the Present***

* Install, configure, and deploy School of Dentistry computers and peripherals
* Install, configure, and deploy student Apple laptops and peripherals
* Diagnose and repair computer equipment, peripherals, and software
* Perform software and hardware upgrades for students, staff, and faculty
* Maintain documentation on hardware and software installation and configuration
* Backup, imaging, and restoration of computer data using various imaging software
* Provides training and assistance for faculty,resident, staff, and students with computer and software usage

***Customer Service Technical Support, Capario, Santa Ana, California August 2008 to May 2009***

* Provide phone support for clients
* Research and troubleshoot electronic data problems for customer electronic claims submissions
* Read, analyze, and troubleshoot ANSI 837, NSF, and print image formatted electronic health insurance claims
* Provide EDI solutions for rejected claims for clients
* Properly document all interactions with clients and enter into tracking application software
* Assist and train clients on website portal usage and features
* Escalate trouble tickets to Action Requests or Research Requests where needed

***Business Analyst, American Bio-Clinical Laboratories, Los Angeles, California December 2007 to June 2008***

* Streamlined insurance and patient billing process to save 600 work hours per year
* Created and implemented paperless measures in billing department saving over 400,000 sheets of paper per year
* Upgraded computer hardware and software for increasing worker productivity
* Enforce HIPAA compliance within the billing department
* Instituted regular departmental meetings and e-mail for increased departmental communication and productivity.
* Direct liaison between Billing department and contracted electronic medical claims clearinghouse.
* Train employees on clearinghouse portal features and usage such as eligibility checking, rejected claims corrections, claims status, and daily report retrieval.
* Maintain daily billing duties for billing private insurance claims and patient private pay statements
* Supervise three employees

***Micro PC Technician, ESRI, Redlands, California March 2000 to December2007***

* Provided complete desktop support in both hardware and software
* Took lead in procuring Windows Vista training for Systems group
* Closed approximately 75 helpdesk tickets per month by troubleshooting and resolving user's computer problems.
* Install and configure operating system and applications on computer to user’s specified needs.
* Team member in the setup and maintenance of annual User Conference of over 2000 networked nodes.
* Computer setup via OSD and Symantec Ghost. Backup and file restoration via Symantec Ghost.
* VPN configuration and setup using Checkpoint and Juniper Networks SSL VPN.

***Helpdesk Operator, ESRI Redlands, California September 1998 to March 2000***

* Provided phone or remote access desktop support for 1500 users and 2000 nodes.
* Trouble shot e-mail, software, Windows and UNIX operating systems, and networking problems.
* Administered e-mail accounts for Exchange 5.5 and POP3 servers.
* Maintained hosts and aliases files on UNIX servers for efficient computer name and e-mail resolution.
* Assigned and escalated Helpdesk tickets to Micro Techs when problems could not be resolved over the phone.