Jennifer

Siler

12204 105th Ave CT E Unit A

Puyallup, WA 98374 US

Mobile: 206-305-8130

Email: [jen770726@gmail.com](mailto:jen770726@gmail.com)

## Summary

## Experienced IT professional with ability to analyze, troubleshoot and maintain both hardware components as well as office productivity applications. Highly focused and results orientated in supporting complex deadline driven operations, able to identify goals and priorities and resolve issues in initial stages.

# Education / Key Skills

## Comp TIA A+ training

## Windows Server 2008, 2012, 2016, 2019, Office 365, iOS, Android, Basic Linux, Watchguard Total Security Suite, Activity Directory, DNS, DHCP, VoIP phone systems, POS solutions, Player Tracking Systems

# Experience

## BJ’s Bingo and Gaming

## IT Manager / 08/2019 – 01/2021

## Managing IT staff by recruiting and training employees, communicating job expectations, and monitoring performance.

## Overseeing the annual IT budget and ensuring cost effectiveness.

## Monitoring daily operations, including server hardware, software, and operating systems.

## Coordinating technology installations, upgrades, and maintenance.

## Selecting and purchasing new and replacement hardware and software, when necessary.

## Testing, troubleshooting, and modifying information systems so that they operate effectively.

## Generating performance reports for operating systems.

## Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.

## Evaluating technology risks to develop a network disaster recovery plan and backup procedures.

## Remaining up to date with advances in technology and industry best practices.

## BJ’s Bingo and Gaming

## Lead IT Specialist / 06/2017 – 08/2019

## Assist the IT manager with personnel tasks including, but not limited to supervision, hiring, terminations, disciplinary action, exceptional performance notifications and evaluations. These responsibilities extend to the supervision of the IT staff and operations.

## Ensures effectiveness of data center including security logs; verification that proper backups and restores take place, equipment maintenance and operating safety.

## Prepare, alters, and maintains detailed maintenance schedules for all Hardware and Software applications.

## Assists in preparation and installation of software and peripheral devices.

## Responsible for ensuring efficient maintenance and performance of systems.

## Applies and adheres to all administrative and organization internal controls to ensure continuous compliance within the enterprise.

## Uses judgment and make decisions when faced with equipment failure, error conditions, and/or software problems.

## Contacts vendors to arrange for bids, quotes, lease, or purchase of equipment.

## Coordinates equipment installation and maintenance activities with operations to avoid disruption in IT communications and systems to ensure efficiency of operations.

## King County Public Health

### **Medical Assistant / 04/2012 – 01/2016**

## Performs selected nursing and administrative duties, and assists physicians as part of the clinical care team

## Conducts pre-visit planning by reviewing and updating patient charts prior to appointment with recent test results and correspondence and determines needed services per practice protocol

## Confers with physician regarding any incomplete patient tests/consults or other incomplete orders prior to patient visit

## Prepares patients for examination and treatment by escorting them from the waiting area to the exam room and taking histories and vital signs

## Prepares, cleans, and maintains exam and treatment rooms

## Gives injections and draws blood; assists with EKGs, OB/GYN exams and office procedures

## as needed; and provides other patient care services as directed by the physicians

## Maintains sample medication records, administers medication upon physician order and responds to medication requests per practice protocol

## Prepares and maintains clinical supplies and equipment

## Triages and responds to patient communications within practice policy

## Assists with scheduling tests and treatments, pre-certifying patients for hospital care and/or procedures, and processing referrals to other providers

## Coordinates care with disease management or case management programs as needed

## Contributes to the development of policies and procedures

## Participates in professional development activities and maintains professional affiliations

## Creates, maintains, copies and files patient files, records, and other information as needed

## Compiles and condenses technical and statistical data for reports and records

## Maintains strict confidentiality

## Treats staff, physicians, visitors and patients with dignity and respect

|  |  |
| --- | --- |
|  | **US Air Force Active Duty and Reserves**  **Aeromedical Evacuation Technician MSGT (E-7) / 07/1996 - 05/2011**   * Provides, supervises, and manages patient care of beneficiaries to include flying and special operational duty personnel. * Acts as Primary Care Management (PCM) team leader. * Monitors and records physiological measurements. * Orients new patients to the hospital environment. * Admits, discharges, and transfers patients as directed. * Observes, reports, and records observations in patient progress notes and team conference. * Performs portions of medical treatment, diagnostic, and therapeutic procedures. * Cares for, observes, and reports on postoperative patients and seriously or critically ill and injured patients. * Records treatments and procedures rendered and observe effects. * Performs care of deceased patients. * Identifies patient problems and assists in developing and evaluating patient care plan. * Prepares and administers medications under nurse or physician supervision. * Adheres to infection control procedures including use of personal protective equipment, disposal of waste, and aseptic technique. * Assembles, operates, and maintains therapeutic equipment. * Provides field medical care in contingency operations and disasters. * Performs basic life support and triage in emergency situations. * Serves as member of primary emergency medical response to in-flight emergencies and potential mass casualty scenarios from on- and off-base incidents. * Operates emergency medical and other vehicles. * Loads and unloads litter patients. * Frontline preventions that identify potential health risks and provides preventive counseling. * Performs paraprofessional portions of preventative health assessments and physical examinations. * Performs medical records reviews to determine medical qualification. * Identifies medical conditions that may disqualify a member for worldwide duty and assists provider with initiation of physical profile, when required. * Assists flight surgeon with aircraft mishap and physiological incident response, investigation, and reporting. * Augments search and rescue flying squadrons. * Maintains in-patient and outpatient medical records. * Prepares and submits administrative reports. * Manages supplies and equipment, submits, and executes budgets, schedules personnel for duty. * Supervises personnel and conducts training. |