***Key Qualifications***

15 years of solid technical help desk experience

8 years of management technical help desk.

Extensive experience with Cisco VPN client, Nortel VPN client, Juniper networks VPN client, Citrix, Powerscribe workstation, Meditech workstation, Radnet, Dictaphone Extext and Transnet client, ChartNet, Medquist and Doquscribe.

Strong working knowledge of MS Windows 7, Windows 8, Windows 10, MS Server 2003, and some experience with Linux.

Ability to work well within teams and foster teamwork.

Local remote systems support

System upgrades.

Information security.

Remote access technologies: (VPN, dial-up, terminal services)

Document management.

Proficient with preparing technical specifications.

Excellent problem solving/troubleshooting skills.

Customer needs assessment.

Vendor/client relations.

Network improvement/repairs/upgrades.

Strong project management skills.

Strong wireless networking skills.

Strong Network troubleshooting skills

4 years of wireless networking experience

**PROFILE**

An experienced computer systems analyst with diverse industry experience in Healthcare Medical Transcription field with almost 15 years of industry experience. Professional expertise includes RIS management, PC security, systems applications, Microsoft Office products and patient information security per national HIPPA regulations.

**EDUCATION**

A+ Certification 2004

ITT Technical Institute, Everett, WA December2014

Network Systems Administration

Member of Nation Technical Honor Society

**WORK HISTORY**

**IS Support Manager** Yorkville, Illinois

**Keystrokes Medical Transcription** October 2005 – February 2021

Support of over 300 computers nationwide.

Aligned office departments and increased inter-department communication and data sharing.

Served as operating system expert, providing technical support for entire organization.

Coordinated with systems partners to finalize designs and confirm requirements.

Provided continued maintenance and development of bug fixes and patch sets for existing web applications.

Designed, documented and executed appropriate maintenance procedures including system upgrades, patch management and system backups.

Provided guidance and training to junior members of IT team regarding VPN software, transcription software and troubleshooting software.

Implemented help desk ticketing system, saving time and money.

Provided senior technical support to both in-house IS staff and user departments for all network applications.

Provided daily support to ensure company staff had necessary tools to perform tasks efficiently. Diagnosed and troubleshoot Windows processing problems and applied solutions to increase company efficiency.

**WISP Network Design** Sultan, Washington

**APCWiFi** September 2008-2014

Designed and implemented Wireless Internet Service Provider company for Skyline View development in Sultan Washington.

Ordered all equipment, T1 line, installed rooftop tower and wireless access point at residence in Skyline View

Designed network from the ground up using equipment such as, Cisco T1 managed router, Sonic Wall T1 wireless router, Tranzeo 902-8NF wireless access point, 8dbi Omni antenna, Tranzeo 902-8f, 902-11f, and TRSL9-8 CPE’s.