

11/13/2018

Brian Allen

801-949-6637

brianallen2401@gmail.com

5472 S. Clernates Dr.

SLC, UT 84118

Objectives

To obtain new opportunities with a dynamic and progressive company that will allow me to utilize and enhance the skills and experience I've gained in my current employment. I would like to bring my strong sense of dedication, motivation, and responsibility to bear in my work in a technical support and business analytic position.

Education

Judge Memorial Catholic High School

2000 | Graduated -Received Diploma

Experience

Applications System Specialist

R1 RCM April 2018 – Current (Acquisition from Intermountain Healthcare)

Intermountain Healthcare July 2013 – April 2018

R1 RCM | 4646 Parkway Blvd, West Valley City, UT 84120

- Configures, installs, implements, monitors and maintains multiple systems, workflows & processes.
- Solves common issues, incidents, and problems according to agreed upon service levels and according to IS Standards.
- Acquires and maintains an understanding of the technical and functional architecture of assigned systems and integration.
- Understands and maintains security and compliance requirements and complies with all policies and procedures of assigned systems.
- Effectively manage requests from end users for updates, fixes, training or service to existing applications.
- Works alongside developers to determine and prioritize requests for new items, updates and fixes to known issues in current applications.
- Participates and facilitates in the training of end users, peers, and other IS team members in the proper service, use, and maintenance of suite of web based applications.
- Creates and maintains proper documentation for supported applications.
- Tests applications, systems and configurations for projects according to IS standards.

Store Manager **December 23rd 2003 – June 30th, 2013**

FedEx Office | 5901 South State Street, Murray, UT 84107

- Managed day to day operations of a retail location.
- Scheduled, trained, hired, and managed employees.
- Managed cash procedures and processes within the store.
- Ordered/maintained inventory of all products and supplies necessary for store/business practices.
- Managed, maintained, and worked to troubleshoot and assist in repairs for store/business equipment.

- Worked as first step technical support in store and business practices.
- Attended district training and meetings.
- Facilitate and manage team meetings.

Skills

- Proficient with Microsoft Office Suite and Adobe Creative Suite.
- Excellent customer service skills.
- Ability to learn new software and hardware.
- Ability to analyze and interpret front end user requests/issues and work alongside developers to come up with reasonable and effective solutions.
- Proficient supporting web based applications including browser support including Chrome, Internet Explorer, and Mozilla Firefox.
- Proficient with Service Now & Service Catalog Applications.
- Certified in ITIL Foundation in Service Management.
- Proficient with CA and service Catalog Applications.
- Project management and development of proprietary software involving users and developers.
- Proficient with Atlassian Jira and Asana project management procedures.
- Understanding of an Agile development system.