Ozony Elsevif

IT SUPPORT TECHNICIAN

📞 1-347-698-0085

✉ ozony@blockchaineazy.com

📍 New York, NY

🌐 www.blockchaineazy.xyz

Hospital experienced professional transitioning into IT Support, with 7+ years in a fast paced healthcare environment and 19 years of customer service experience. Strong troubleshooting and end-user support skills with a calm, structured approach to incident triage, documentation, escalation, and follow-up. Completed multiple Google IT Support certificates and currently progressing through the full program. Known for clear communication, de-escalation, and supporting time-sensitive workflows.

EDUCATION

CUNY JOHN JAY
Bachelor of Forensic Psychology

1999-2003

MURRAY BERGTRAUM
Regents Diploma

WORK EXPERIENCE

2021 - PRESENT
Remote
Community Manager

- Serve as a primary point of contact for community questions and technical issues, providing clear, step-by-step support across multiple channels.
- Create and maintain FAQs, announcements, and how-to posts that reduce repeat questions and empower users to self-serve.

2015 - 2022
New York, NY
Environmental Services Manager

- Led a environmental services team of 267 members in a fast-paced hospital, handling scheduling, task assignment, and performance feedback.
- Ensured all areas met cleanliness, safety, and infection-control standards through regular inspections and follow-up.
- Coordinated rapid-response cleaning for priority areas (ER, OR, discharges), helping improve room turnaround times..
- communicated with clinical/ops stakeholders to resolve urgent issues.

SKILLS

- Windows 10/11 Support
- Customer Service / De-escalation
- Hardware Troubleshooting
- Networking (TCP/IP, DHCP, DNS,Wi-Fi)
- Zendesk, Hubspot, Slack
- Fluent English
- Fluent Spanish

CERTIFICATIONS

- Google / Coursera — Technical Support Fundamentals
- Google / Coursera — The Bits and Bytes of Computer Networking
- Google / Coursera — Operating Systems and You: Becoming a Power User
- Google IT Support Professional Certificate — In Progress