




# HEATHER HAGAN

## STRENGTHS

-  **Problem Solver**  
Innovative approach to challenges
-  **Coding Expert**  
Proficient in HTML, CSS, JS
-  **Team Player**  
Excellent collaboration skills

## SKILLS

HTML/CSS · R · JavaScript · C# ·  
GIT · React · Node.js · SQL · PHP ·  
Python · .Net · Data Visualization ·  
Tableau · Excel · Java · Wordpress

## INDUSTRY EXPERTISE

Front-end development





Data Analyst



Backend



## Telehealth Analyst III

@ diaqueheather@gmail.com  LinkedIn/hagan-heather  
 https://hhagan.github.io

## EXPERIENCE

Telehealth Analyst II 04/2020 - Present

Oklahoma State University

Tulsa, OK

- Improved workflows and data accessibility through innovative methods and system tools.
- Streamlined Telehealth and IT projects from scheduling to reporting for efficient execution.
- Ensured security, performance, and reliability of critical healthcare applications, safeguarding patient data and maintaining telehealth service integrity.
- Updated and maintained team WordPress website, ensuring timely content updates, troubleshooting technical issues, and implementing design improvements to enhance user experience.

Telehealth Help Desk Representative

12/2017 - 04/2020

Oklahoma State University

Tulsa, OK

- Expanded self-help user documentation library by 50%.
- Streamlined software and hardware issue resolution through remote troubleshooting, achieving a 20% reduction in average resolution time.
- Promoted communication across departments for application and hardware selection and maintenance.

Office Support Specialist

01/2014 - 12/2017

Tulsa Tech

Tulsa, OK

- Utilized data analysis tools, such as Excel and SQL, to generate reports, dashboards and summaries for decision makers.
- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Streamlined administrative support for research projects, coordinating meetings, logistics, and managing project documentation.

Help Desk Representative

01/2014 - 01/2015

Oklahoma State University

Tulsa, OK

- Installed and conducted minor repairs on hardware, software, and peripheral equipment according to design and installation specifications.
- Assessed the nature of technical issues to determine appropriate action via desk-side or remote assistance.
- Elevated complex issues to the relevant support teams, serving as a liaison between customers and technical escalation teams.

## EDUCATION

Bachelor of Science in IT

2017 - Present

Oklahoma State University - IT

Associate in Applied Sciences in IT

2014 - 2016

Tulsa Community College