‍‍**Mike C. Saintelmy**

**850-363-8980 | MCJSaintelmy@hotmail.com**

**Profile**

8+ years of IT experience; Versatile skill set with Hardware, Software and Programing.

**Portfolio**

[**https://github.com/MCJSaintelmy**](https://github.com/MCJSaintelmy)

[**https://mcjsaintelmy.github.io/Index.html**](https://mcjsaintelmy.github.io/Index.html)

**Educational Experience**

Front End developer knowledge

* FreeCodeCamp.Org (enrolled)
* HTML (CodeCademy Pro Certified)
* CSS (CodeCademy Pro Certified)
* JavaScript (CodeCademy Enrolled)

Associate of arts Degree | 2009 | Tallhassee Community college

* Area of Study: General Studies

High school diploma | 2007 | Tampa bay technical High school

* Area of Study: Computer Technology

**Skills Summary**

* HTML
* CSS
* JavaScript (Enrolled)
* Allscripts IMR Application
* Cherwell Ticketing System
* Virtual Desktop infrastructure (VDI-Remote assistance)
* Barracuda Yosemite Backup software
* Proficient with Microsoft Office/outlook/ and Web
* Able to collect, evaluate and analyze data remotely and in person
* Bilingual: Haitian Creole/ English
* Customer-oriented attitude
* MS Teams
* Zoom

**Professional Work History**

*IT Support Specialist/ Southern Medical group / TMH / May 2017- Current*

* Diagnose and resolve unique and recurring problems associated with application software, hardware and operating systems; determine the source of problems and classify their priority and nature.
* Configure, deploy, maintain, troubleshoot and support computer workstations, laptops, printers, mobile devices, phones and other computer and telecommunications equipment.
* Maintain inventory of incoming hardware.
* Install/uninstall and the transport of hardware.
* Document procedures, standards, best practices configurations, settings, installation sequences and backup instructions.

*EDI Helpdesk | HPE | November 2016- May 2017*

* Provide connectivity support to external entities by providing the necessary protocol required to transmit claims electronically.
* Troubleshoot transmission problems.
* Provide information to any entity that seeks to transmit electronically.
* Assist providers, Trading Partners and Billing Agents with Electronic 5010 x12 HIPAA batch real-time transactions.
* Ensures incoming and outgoing transactions comply with HIPAA standards.

*FL MMIS HELPDESK | HPE | AUGUST 2014-November 2016*

* Provide all aspect of computer support such as troubleshooting, installations, and maintenance.
* Communicate troubleshooting steps with state employees on the phone, email, and in person.
* Performed set-up, break-down, and transport of agency equipment on an as-needed basis.
* Document help desk tickets/resolutions and provide overall assistance.
* Perform various administrative duties such as all forms communications, technical training manuals and Hardware inventory.

*Provider enrollment/ Quality assurance | HP | August 2011- August 2014*

* Perform review for Medicaid Provider applications and other documentation for compliance and established procedures.
* Accurately Document the results of the reviews and quality exams (QA).
* Evaluate data for accuracy and completion. Make initial recommendations for possible corrections (QA).
* Evaluate a variety of documents to determine their correctness and timeliness to become a Medicaid provider (QA).