

Mitch Lindsay

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Education	Coursework
B.S. Computing & Information Science <ul style="list-style-type: none">Saint Vincent College Latrobe, PAConcentration: Computer ScienceGraduated 2012	<ul style="list-style-type: none">Data StructuresDatabase Concepts/Info. StructuresComputer Architecture & Assembly LanguageComputer Architecture & Operating SystemsSoftware EngineeringProgramming Languages

Skills

Proficient	Familiar	Prior Experience
<ul style="list-style-type: none">C#CSSHTMLPhotoshopUnity	<ul style="list-style-type: none">C++GitMicrosoft XNA	<ul style="list-style-type: none">ASP.NETAssemblerJavaJavaScriptMySQLPHPPythonVisual Basic

Employment

Excela Health

Support Center Analyst

2013 – Present

- Assist medical staff with medical record applications (Cerner, Allscripts, ePowerDoc, etc.)
- Assist patients with their online medical records on the FollowMyHealth patient portal
- Manage user accounts in various systems (Active Directory, Cerner, McKesson STAR, etc.)
- Work with technical and clinical teams to resolve hardware and software issues
- Run nightly system backups in McKesson STAR
- Periodically lead daily technical team meetings
- Record all issues in HelpSTAR/ServicePro ticketing system

Saint Vincent College

Help Desk Technician

2009 – 2012

- Resolved computer, printer, and network related issues for faculty members
- Serviced student personal laptops
- Assisted students and professors with classroom technology
- Imaged machines with Windows Deployment Services
- Replaced computer hardware and consulted hardware vendors when needed
- Recorded issues in SupportSuite and KACE ticketing systems

References

References available upon request.