**MIYAKO T. LEE**

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**SUMMARY OF QUALIFICATIONS:**

* Educational background in Computer Support and Network Administration with practical work experience
* More than 10 years’ experience with in-person and call-center customer service
* Excellent problem solving and research skills
* Strong ability to work independently as well as in a team setting with technical and non-technical colleagues
* Excellent written and verbal communication skills and regularly use easy-to-understand communication style
* Proficient in Microsoft Office Suite and Office 365 and Opera PMS, Opera Cloud, OHIP API, IFC and OXI Exchange, OCI, Servers, databases

**TECHNICAL SKILLS:**

Windows Server 10, Linux OS, Linux setup and troubleshooting, configuring DNS/DHCP, Cisco Network

Administration, Routers, switches, LAN/WAN Implementation and Management, Microsoft System Maintenance, VOIP,

Infrastructure applications/Firewall Implementation and Management, VPN, Active Directory, Security Implementation & Risk Analysis, Internet/Intranet Security, Ethical Hacking, Hyper-V, Citrix, web filtering technologies, ServiceNow, MNITS, VMware Horizon 7, Cisco Any connect, SCCM, AS400, Director, VMware vSphere, Oracle Daybreak, Opera V5, Opera Cloud, Opera V5, OXI Exchange, OHIP, R&A, IFC, OCI, Servers, databases.

**EDUCATION:**

**UCF Coding Boot camp, Software engineering and web development**

The University of Central Florida June 2025(Graduate)

* Certification: (in progress) Objective Minimum Qualifications (OMQs)
* *SQL databases*
* *HTML*
* *CSS*
* *JavaScript*
* *Python*
* *Full-stack database application, using React*
* *Mern*
* *AI ‘Artificial Intelligence’ prompt engineering (GitHub, ChatGpt copilot)*
* *Typescript*
* *APIs*
* *Web/Mobile Development*
* *Software programming*

**Associates of Science, Computer Support and Network Administration** May 2018

Minneapolis Community & Technical College Minneapolis, MN

* Certifications:
* *Information Technology Fundamentals*
* *Microsoft Network Administrator*
* *Linux Network Administrator*
* *Opera Cloud Solution Engineering specialist*

**RELEVANT EXPERIENCE:**

**Opera Cloud Support Analyst**

Oracle – Orlando, FL October 2021 – Current

* Provided Tier 1 technical support for OPERA related issues to our global Oracle Hospitality customers, including Marriott, Hyatt, Accor and Sonesta along with other world-class end users that require assistance Opera Cloud, PMS, OXI, OHIP, OSEM, IFC and R&A related issues and provide technical guidance and troubleshooting via phone, remote session, zoom meeting and email to assist with all reported issue in a timely manner.
* Manage and prioritize service request tickets department via telephone, web, email or onsite, using excellent customer service skills • Create, complete, and reassign incident/service request tickets within MOS/ICCP IT ticketing system in a prompt timely manner and elevating issues as needed in an efficient manner with Global L1 Support standards, and follow the issued guidelines in the routing of, transfer or collaboration of tickets to Oracle internal teams that adheres to compliance policy
* Troubleshooting, diagnose, and resolve service request/problems end-user Opera workstation that may be related to hardware, software and outages of production
* Perform remote in analysis within Bomgar system to diagnosis technical application issues on Opera workstations by providing tier one troubleshooting techniques and skills • Collaborate management and other elevated teams within Oracle to fulfil the customer needs while providing outstanding customer service skills and effective communication skills

**Service Desk Analyst**

Holiday Inn Club Vacations - Orlando, FL February 2020 to October 2021

* Provided Tier 1 technical support for end-users requiring assistance from the Information Technology
* Services department via telephone, web, email or onsite, using excellent customer service skills • Create, complete, and reassign incident/service request tickets within the ServiceNow IT ticketing system in a prompt timely manner and elevating issues as needed in an efficient manner that adheres to compliance policy, IT department SLA - Service Level agreement and ITIL foundation knowledge
* Troubleshoot, diagnose, and resolve incidents/problems end-user workstation that may be related to hardware, software and outages of production
* Perform remote in analysis with SCCM system to diagnosis technical issues end-users workstation desktop and or laptop experiencing, by providing tier one troubleshooting techniques and skills • Collaborate with Service Desk Lead, system engineers, system analysts, developers and Desktop support analyst in assisting and troubleshooting end-users technical matters
* Create Knowledge articles for ServiceNow knowledge base to be reviewed for assistance during troubleshooting.

**Service Desk Analyst**

UCare - Minneapolis, MN August 2018 – January 2020

Provided Tier 1 technical support for end-users requiring assistance from the Information Technology Services department via telephone, web, email or onsite, using excellent customer service skills

* Create, complete and reassign incident/service request tickets within the ServiceNow IT ticketing system in a prompt timely manner and elevating issues as needed in an efficient manner that adheres with UCare compliance policy, IT department SLA – Service Level agreement and ITIL foundation knowledge
* Troubleshoot, diagnose and resolve incidents/problems end-user workstation that may be related to hardware, software and outages of production environments such as Amisys, EXP Macess, Fuse, SharePoint and Cisco Agent desktop/Cisco Finesse
* Perform remote in analysis with SCCM system to diagnosis technical issues end users workstation desktop and or laptop experiencing, by providing tier one troubleshooting techniques and skills
* Collaborate with Service Desk Lead, system engineers, system analysts, developers and Desktop support analyst in assisting and troubleshooting end-users’ technical matters
* Create Knowledge articles for ServiceNow knowledge base to be reviewed and used within IT department and also UCare end-users, work alongside service desk lead to review and recommend documents are up to par/updated along with creating projects, completing projects and assigning duties to fellow peers

Minneapolis Community and Technical College March 2017 – August 2017

Minneapolis, MN

* Provided Tier 1 technical support for individuals requiring assistance from the Information Technology Services department via telephone, web, email or in person.
* Opened tickets and triaged service requests in the Oracle IT ticketing system, elevating issues when needed • Troubleshoot, diagnose and resolve customer’s technical problems immediately whenever possible, particularly those related to basic uses of computer hardware, software, e-mail, phones & voicemail, and web browsing
* Exceptional interpersonal skills, that maintains focus on rapport-building, listening as well as questioning skills
* Remains and complies with company laws, regulations, policies, procedures and standards

**Clinical Services-Intake Specialist and Member Service Representative** August 2017 – August 2018

UCare Minneapolis, MN

* Utilize data entry skills to process approximately 50-100 hospital and prior authorizations request daily through the UCare CCMS system for the claims department to review
* Complete daily tasks while operating CCMS, Office 365, Internet, and working in the production environments of Amisys and Macess systems
* Utilize knowledge of contracts, policies and procedures to answer incoming UCare member calls in order to assist them with their UCare insurance plans
* Answer daily incoming provider and member services calls in a timely professional manner, to assist with answering prior authorization inquires and process hospital admissions

**Health Unit Coordinator**

Abbott Northwestern HospitalFebruary 2012 – September 2014

United HospitalNovember 2011 – February 2012

* Provided friendly and helpful customer service to all staff, patients and visitors while addressing questions or concerns in a timely manner and adhering to HIPAA statutes, rules, policies and procedures
* Assured unit staff needs and wants were met by working as a team, and using timely communication to give staff updated information regarding patient needs and concerns
* Resolved complaints, concerns or problems with staff members, patients and family members using conflict resolution skills and a positive can-do attitude