

Terrel Brinkley
IT Service Delivery, Business Analyst, Web Development, & Cloud Solutions Associate

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My gold is to provide proficient skills in information technology. Making a great impact on any team with integrity, character, and dependability! I am willing to relocate for the right position. Authorized to work in the US for any employer

**IT Service Delivery Specialist
Net Health - Remote**

October 2018 to Present

My role is to support clients and internal IT Operations via chats, emails, and follow-up meetings. This support includes:

- Assisting Therapy and Hospice customers with site/facility Activation and Deactivation of the Optima Healthcare Web Application.
- Creating and supporting Data Transfers between Organizations. This includes patient records, Physician Data, Payer Plans, and much more under HIPAA Compliance.
- Integration Assistance and Implementation of Matrix Care, Point Click Care, and various others.
- Email and Client contact management including workflow documentation and contract agreement management between client and IT.

**Client Support Specialist I
Click Dimensions - Dunwoody, GA**

June 2015 to June 2018

Duties include troubleshooting MS Dynamics and proprietary email marketing systems including:

- Guiding customers through server setup and record transfers.
- Skype for business and GoToAssist meetings for customer support.
- Phone and Senses support for marketing, account, and systems support.

**Tier 2 Technical Lead
MailChimp**

April 2014 to June 2015

This role required supporting as a lead for the MailChimp.com email marketing application. This support was provided via chats, email, and follow-up for their overnight team. This support also included:

- Assisting customers with Web Applications such as Google Analytics, Salesforce, WordPress, WIX, and many other integration partners.
- Creating and supporting RSS-Feeds to Email Automation.
- API assistance for custom Email Templates
- List and Subscriber Management

Technical Support Representative
Stratix Corporation (Contract) - Norcross, GA

April 2012 to April 2014

Supporting Stratix Corporations vast client list including American Airlines with mobile device support for hardware such as the iPhone, Samsung Galaxy Note (Android), and Ramp Link+ Devices (Windows 5 & Windows 6 Mobile). This support included:

- Troubleshooting Bluetooth printers, tablets, and mobile scanning iPod devices.
- Remotely troubleshoot devices and applications remotely via AirWatch.
- Device configurations, application updates, application installations.
- Replacement orders and shipment assistance, hardware and software training.

Intelligence Specialist
US Navy - Atlanta, GA

April 2008 to April 2012

Top-Secret SCI Classified (Sealed)

Main applications used and supported included but are not limited to:

- MS Office Suite, Adobe, Java, Mobile Devices, and Internet Explorer.
- Main task included briefing Commanding Officer of the daily task/mission ahead.
- All other duties remain Top-Secret SCI Classified.

Education

High School Diploma
 Southwest Edgecombe HS - Pinetops, NC
 2008 to 2012