

IMPLEMENTATION ENGINEER IMPLEMENTATION ENGINEER IMPLEMENTATION ENGINEER - LexRay Long Beach, CA Work Experience IMPLEMENTATION ENGINEER LexRay - Culver City, CA February 2018 to Present Deploy network, hardware, software solutions Participate in all phases of design/test implementation process Identify problems with implementation or efficiency Train end users on how to use new systems Prepare/deliver technical presentations explaining products or services to customers Plan and modify products to meet customer needs Help clients solve problems with installed equipment Planned/Executed installation of video management system Planned installation of point to point wireless systems Wrote scopes of work, requirements for \$100k - \$500k projects

SYSTEMS ADMINISTRATOR Elements Behavioral Health - Long Beach, CA November 2016 to December 2017 Created corporate wide standards for hardware/software Made recommendations regarding information technology infrastructure overhauls Developed strategy for restructured security permission groups Maximized services uptime/scheduled maintenance for 50 servers Publish remote applications on designated application servers

JR. SYSTEMS ADMINISTRATOR Elements Behavioral Health - Long Beach, CA November 2015 to November 2016 Overhauled security permissions in Allscripts Manage Active Directory user accounts, groups, domain migration, GPO Manage user accounts in Exchange Control Panel (ECP) Restored documents for users with shadow copy or from Veeam backups Recommended means for equipment or system improvements including procedural steps, increased training/documentation Handled all issues escalated from level 1 and level 2 support team

LEAD IT SUPPORT SPECIALIST Elements Behavioral Health - Long Beach, CA November 2014 to November 2015 Managed system for locating and tracking company's IT assets Developed documentation to address most-often reported problems/issues Assist with testing of new products for operational integrity Supported for 1500 local/remote employees with product training, knowledge via TeamViewer or LogMeIn Rescue Manage user accounts for hosted Allscripts, Zirmed, Availity, Navinet, Great Plains

ASSISTANT FACILITY MANAGER Samson Auto Salvage - Los Angeles, CA August 2006 to November 2014 Monitored safety compliance to maintain strict standards for 35 employees Optimized supply levels to keep stock within ideal parameters for

expected needs Monitored social media/online sources for industry trends Negotiated agreements between employees to clarify misunderstood directions, Resolve conflicts affecting performance Maintained computerized records of items purchased Determined lowest possible cost, factoring in quality, reliability Maintained complete records of all purchasing activities Removed poor performing items from future buys Generated reports detailing sales trends and store performances Developed and improved account relationships Communicated with suppliers to negotiate best pricing on apparel and accessories Education High School Diploma Long Beach City College - Long Beach, CA 2019 Corbin High School - Corbin, KY Skills Deployment, Software implementation, Customer support, Help desk, Needs assessment Additional Information SKILLS Technical analysis Conflict resolution Product deployment Team leadership Technical implementation Technical help desk experience Software implementation Operating systems Customer support needs Customer needs assessment assessment

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