

Application support specialist Application support specialist Application support specialist - Modis IT/Bibliotheca Blaine, MN Obtain a position in the IT industry that launches my career, utilizing my skills and education, while offering the potential for continued professional growth. Work Experience Application support specialist Modis IT/Bibliotheca September 2017 to Present Provide first line support for all products via phone, e-mail and web portal Diagnose and provide hardware and software support for customers Manage accurate daily case activity in Microsoft CRM Foster relationships with other departments to improve the quality of our service Jr. Security Analyst Apex Systems/UHG/Optum April 2017 to Present Secure access management suite ? used to add and remove users as well as view their access to what applications they are allowed to access ServiceNow Ticketing System ? respond to tickets dealing with rsa tokens being reset or not setup ? password resets and generic passwords for users to setup RSA tokens and smart cards, ? network troubleshooting tickets MyId Credential Management System ? Used to assign smart cards to users as well as unassign users from smart cards Assigning and deleting user information for smart cards & RSA tokens assigning users to various groups and global groups through an RSA Portal Customer service Modis IT/Bibliotheca February 2016 to February 2017 Feb 2016 - Feb 2017 Implementation project for Fairview organization and clinics ? Installed Imprivata software for Hospitals and Clinics ? Installed badge readers for Physicians/Nurses which coincided with the Imprivata software Added users to a designated group in Active Directory ? Active Directory Management ? Adding/Removing Users Configured each workstation to a various type designated by a master list of greentags for each and every computer throughout the organization that were having the software installed on them Installed and manually tested installed software ? After Installation and reboot, tested the software to make sure badge readers and software were correctly installed ? Tested the functionality of the software with the applications it was synced with. Ex: Outlook, Epic Clinical Application, Dragon Dictation, etc. Software support ? Support over the phone or in person for the Software and badge readers that we installed ? Customer service in regards to answering an questions regarding the software and badge readers ? Helping physicians and nurse's getting enrolled with there badges and explaining what the software should entail to

help increase workflow Customer service Service Now ITSM Suite ticketing system ?
Resolution of tickets coming into the ticketing system regarding the Impirvata software ? Escalating
higher priority tickets to the appropriate tier of support if a resolution was not obtainable ? Opening
and closing of tickets within the systems ? writing detailed descriptions for each of the ticketing
incidents that were opened and closed IT Technician Dave's Artistic Images - Saint Paul, MN July
2013 to September 2013 Setup small LAN network Set up 3 servers running VMWare ? Each of
the VM servers is running windows server 2012 ? The main server has a backup policy set on it to
back up to each of the other servers at the end of every night as well as backing up to a cloud drive
he has registered online ? VM server has multiple virtual machine desktops that are configured on it
which are also backed up when the server is backed up each night Set up virtual desktops for
users ? Set up windows 7 professional on each of the users virtual desktops Added users to
active directory and set up provisions for each user for the files they need access to Set up each
users logon credentials using active directory and group policy management Built a small
database for inventory ? used a small basic sql database set up for his inventory ? used sql server
2008 for the database structure Still doing ongoing support when needed Education Associates
Degree in Computer Networking Systems in Computer Networking Systems ITT Technical Institute -
Eden Prairie, MN June 2013 Skills Active Directory (1 year), Customer service (1 year),
RECEPTIONIST (1 year), RETAIL SALES (1 year), Security (1 year) Additional Information SKILLS
Windows XP, Windows 7 Windows Suites Configuration Troubleshooting Routers/Switches
Configuration Computer Maintenance Hardware/Software Installation Customer Service
Programming System Security Networking VMware MS Office Products SQL Database
Active Directory Configuration and Troubleshooting Networking projects Linux Administration
Imaging Machines using Ghost

Name: Amy Rose

Email: jennifer61@example.com

Phone: +1-224-577-3571x2085