Desktop Certified Support Systems Technician Desktop Certified Support Systems Technician Desktop Certified Support Systems Technician Saint Augustine, FL I am an IT support professional that has adapted to a fast paced continuously changing environment over the last eight years, with a background in Computer Systems support, telecommunications, retail and customer service. Currently, as a Clinical Voice dictation analyst, I have been supporting hardware and software systems and resolving issues in a clinically demanding environment. Networking, working with end users, troubleshooting, and software analysis have been required skill sets. Work Experience Desktop Certified Support Systems Technician Dell - Jacksonville, FL August 2010 to September 2014   Installed software, (EMR & vendor) modified and repaired hardware and resolved technical issues.   Provided base level IT support to non-technical personnel within the business.   Managed call flow and responded to technical support needs of customers.   Met and exceeded Service Level Agreement times for incident and request tickets.   Resolved customer issues in a clear, courteous and straightforward manner.   Identified and solved technical issues with a variety of diagnostic tools.   Followed up with clients to ensure optimal customer problem resolution.   Managed within AD and Novel environments, performed network closet work as needed, configured and repaired nurse & lab network printers as required, worked with LIS (Lab Information Services) as needed, configured all mobile devices, Ipad, Android, and Wyse Terminals.   Supported off site primary care offices as required and within strict SLA guidelines of Ascension Health Information Services policies & standards.   Prepared & maintained installation documentation for vendor related software and hardware on SharePoint as events occurred.   Performed imaging operations and created images as needed.   Documented new procedures when required. Business owner, student, Entrepreneur Saint Augustine, FL January 2009 to August 2010 IT Administrator Marine Park of Flagler - Saint Augustine, FL August 2006 to January 2009   Translated technical specifications into detailed product requirements.   Tested and implemented new technology. Maintained audiovisual equipment, including overhead projectors, laptops and video conferencing equipment.   Delivered on-site IT and AV technical support for over fifty staff members. Maintained and monitor the server room, the wireless network and other server infrastructure.

Implemented and maintained firewalls, series switches and security appliances.   Troubleshot and maintained all networking devices and infrastructure across the enterprise including switches, routers and firewalls.   Communicated with vendors to resolve network outages and periods of reduced performance.   Documented all server and network problems and other unusual events in detail.   Upgraded and expanded network systems and their components.   Created databases using Microsoft Access, including inventory, report and invoicing databases.   Completed remote repairs involving software solutions and hardware repairs.   Defined security requirements for computer systems, including Server, workstations and personal computers.   Served as liaison between the user community and software providers.   Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.   Repaired and replaced hardware, including MCK Citel VoIP, Nortel Phone Systems and respective peripherals.   Ordered necessary supplies and parts to repair malfunctioning hardware.   Restored data, Operating Systems, files, documents and drivers.   Resolved virus and malware issues with a 70% success rate, Re-imaged those that could not be saved with Acronis and Norton Ghost disk utilities Education High School Diploma Mayde Creek High School - Houston, TX 1992 AS degree in Computer Sciences Northwest Houston Community College - Houston, TX Skills Active directory, Cisco, Encryption, Networking, Tcp/ip, Imaging, Pacs, Voip, Wireless, Dell certified, Tcp, Track-it, Mdm, Desktop engineer, Scripting, Hippa, Hl7, Deployment, Software configuration, Linux, SCCM, Desktop Support, Comptia, Help Desk, Service Desk, Tech Support, System Admin, System Administrator Additional Information Skills   TCP/IP, Active Directory, GPO   Strong communication skills   Networking and Wireless   Knowledgeable of Linux OS.   Customer Service Expert Knowledgeable in Mac systems   Experience with Nortel PBX POT telecom equipment/ VoIP. Point of Sale System Support   Service Now ticket system experience   Track-IT Ticket system MModal Voice Dictation support   SCCM 2012 Imaging/deployment/MS updates.   MDM (Mobile Device Management)   Desktop and laptop repair   A + Certification October 22, 2003 COMP001001733029   Payroll Experience.   AV Troubleshooting specialist & experience with Cisco SX80 and SX20 products.   Technical Manual Writing Experience.   Proficient with Microsoft

Office Suites   Previously Dell certified Technician   Helpdesk call center Analyst   March 2017 to present - Flagler Hospital- Promoted to VOICE DICTATION ANALYST   Analyst for MModal Fluency Direct and Fluency for Transcription support for clinical dictation.   Scripting to install and deploy dictation software and patches.   Supporting the local Physician community for voice dictation needs, commands & templates, local software installs and ADT QC.   Supporting phone dictation transcription service.   Working with Allscripts Sunrise Clinical systems and HL7.   Serving as backup desktop support engineer for PACS & Desktop teams as needed.   Updating and maintaining voice dictation servers and related systems.   Provide Clinical training for dictation software usage to end users.   February 2016 - Promoted at Flagler Hospital to DESKTOP ENGINEER.   Managed/Deployed windows security updates via SCCM (Software Configuration Manager) 2012 to 1,400 pc's in the environment. (*note* I did not have prior SCCM training, which was known at the time of promotion. Knowledge was gained off of forums and learning solutions such as CBT Nuggets.com and Pluralsight & manuals.   Managed imaging and windows security updates duties.   Established standards for software adoption and provided documentation to support them.   Managed Mcaffee EPO server 4.5.1 for encryption requirements to managed endpoint devices per hospital security mandated practices.   Scripted silent software installations, packaged, and pushed software as needed by analysts and fellow engineers. Also utilized Emco re-package manager.   Supported PACS team for imaging and GPO assist as needed for clinical reading workstations. Assisted with RA1000 upgrade scripting for GE PACS software.   Managedl Snapcoms desktop messaging solution server.   Created and managed existing GPO's within Microsoft server 2003/08/2012 environments.   Managed two Microsoft printer servers and supported Desktop staff as needed for printer mapping via GPO to increase efficiency.   Configured and installed the faxfinder server solution for office staff requiring a secure fax line for HIPPA compliancy requirements.   Single Sign support and deployment- Certified Imprivata Engineer. August 2015 - Experienced promotion at Flagler Hospital to TECH II position within Desktop Support. Responsibilities included: Imaging, creating images, locking machines down with local GPO and providing solutions to solve problems.   Soldered and repaired small electronics, assisted

with AV setup.   Orated to 30 + people for NEO status to introduce them to our environment.   Took charge of documenting and working with surgery center with onboard intent.   Performed site assessment for new installs, and wrote executive summary requisitions for procuring equipment needed to complete solution.   Interfaced frequently with executive team members for troubleshooting assistance with MAC's, PC's and office suite issues.

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