

Systems Administrator Systems Administrator Systems Administrator - NCBTMB Villa Park, IL
Authorized to work in the US for any employer Work Experience Systems Administrator National
Certification Board for Therapeutic Massage & Bodywork (NCBTMB) - Burr Ridge, IL July 2008 to
Present SYSTEMS ADMINISTRATOR, 1/2015 - PRESENT Transition project working with
developer and VP of operations to create our own CMS system and move from a 3rd party licensed
CMS Remote and in-person tech support for all staff and working with states and clients over the
phone Staff CMS and tech training Administrative duties and other misc. tasks.
Troubleshooting hardware and software issues AD management Documentation creation QA
and testing VOIP management ELIGIBILITY SPECIALIST/IT, 2011-1/2015 First line of tech
support for staff and clients Building out our web-based CMS, implementing and transitioning from
a software application CMS to the web-based CMS Working with vendors to integrate services
Pricing research and negotiation for new services Moving staff to remote in 2014 Taking and
responding to customer calls and emails about application issues, exam issues Administrative
tasks related to applications and other documentation requests Processing of applications and
verification of qualifications CUSTOMER SERVICE REPRESENTATIVE, 07/08 - 2011 July 2008
to October 2008 working for Quantum Staffing Solutions in Lombard, IL as a temp for NCBTMB
Taking customer calls and responding emails about products and services, application status, and
general questions/concerns Contract Employee/Part-time employee PayFlex Systems USA, Inc -
Omaha, NE June 2008 to January 2009 Worked on data entry projects Entered and updated
information into Travis system Assistant Manager Wal-Mart Stores, Inc - Berlin, WI July 2001 to
September 2007 Scheduling, coaching, hiring, training, support and management of staff
Reviewing and finalizing payroll Receiving and logging vendor and warehouse shipments
Review PNL reports, research issues and opportunities Problem solving, maintaining and
improving sales, and merchandising. Accounting Other various duties EARLY POSITIONS:
cashier, CSM, accounting, support manager Benefits Assistant FlexBen Corporation - Lombard, IL
October 1999 to July 2000 Third party benefits administration and consulting firm Customer
service assisting clients over the phone with COBRA issues Correspondence and paperwork with

the bank for processing reimbursements Researching information for clients having issues with their insurance benefits Education Bachelor's in Information Technology/Networking & Telecommunications University of Phoenix - Phoenix, AZ February 2009 to June 2011 Associate in Information Technology University of Phoenix - Phoenix, AZ August 2007 to February 2009 Skills Credential Management System (CMS) (10+ years), MS Office (10+ years), Basic Html, Basic Drupal, Ongoing learning of WordPress, VOIP (Digium) (5 years), Reporting Creation & Analysis (10+ years), Travis & Cobra (1 year), Office 365 (1 year), Remedy (4 years), Active Directory (2 years), Windows OS (10+ years), Management Additional Information 2009 Present, University of Phoenix Alumni Association 2013 2014, Co-Leader Girl Scouts of Greater Chicago and Northwest Indiana 2013 2014, Leader Girl Scouts of Greater Chicago and Northwest Indiana 2019 Present, D45 Music Boosters Volunteer, membership database admin

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