IT Service Desk Analyst II IT Service Desk Analyst II IT Service Desk Analyst II - Mount Sinai Medical Center Hialeah, FL Work Experience IT Service Desk Analyst II Mount Sinai Medical Center July 2018 to Present   Logs all incidents and requests using the Heat ticketing system. Troubleshoot basic network issues such as VPN Call, pinging printers and workstations, port security on different ports using putty.   Triaging unresolved calls to Team Leader, Epic and other departments.   Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.   Analyzes and resolves incidents and requests regarding use of application software or hardware.. Follows up with other support staff (service resources) involved in resolution to ensure incidents are resolved.   Creating/ Assisting Physicians how to setup their emails on their Mobile Devices   Assist Level 1 support with challenging tasks and calls. IT Service Desk Analyst I Mount Sinai Medical Center December 2014 to Present   Logs all incidents and requests using the Heat ticketing system.   Troubleshoot basic network issues such as VPN Call, pinging printers and workstations, port security on different ports using putty.   Triaging unresolved calls to Tier 2 Support, Epic and other departments.   Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.   Analyzes and resolves incidents and requests regarding use of application software or hardware.. Follows up with other support staff (service resources) involved in resolution to ensure incidents are resolved.   Creating/ Assisting Physicians how to setup their emails on their Mobile Devices   Followed Up on Ready to be Closed and High Priority Tickets with IT Employees and IT Management.   Interviewed Managers and Directors in regards to updated the IT Sag List on the Sharepoint.   Assisted the Service Delivery Manager with updated the IT Sag List, on the Sharepoint. IT Security Associate Volunteer Mount Sinai Medical Center July 2018 to October 2018   Created User Access Ticket with the Call Logging System (Heat)   Created users accounts ex: LDAP, Omnicell, Synapse, OneContent, Email Accounts Terminated employee's accounts, all systems they had access to.   Created Quarterly Audit for their Agency users   Used Symantec Console, enabled/disabled USB access and CD rom on pcs Grant access to employees to multiple network drives IT Intern Royal Caribbean LLC June 2014 to

August 2014   Ported employees phone service from At&t to T-mobile Carrier   Used Netcom Database to update user information   Used Tangoes Application to update users active line or terminate   Used BMC Remedy Ticketing to resolved SRM tickets and closed them.   Made incoming calls, used Sametime messaging and emailed users to follow up on any unresolved tickets. Education Bachelor of Science in Information Technology in Psychology Florida International University - Miami, FL May 2015 Associates Degree in Computer Information Systems in Computer Information Systems Miami Dade College - Miami, FL May 2011 Skills Desktop Support, Help Desk, Service Desk, Active Directory Certifications/Licenses Security + - COMP001021144046 April 2017 to April 2020

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