EMR SYSTEMS TECHNICIAN EMR SYSTEMS TECHNICIAN Experienced IT/HIT Professional Lafayette, LA   US Army Veteran and Exceptional IT Professional with over 10 progressive years of experience and a proven record of success in Information Technology Management, Systems Management/Administration, Network Infrastructure, Technical Support/Training, Incident Management, Project/Program Management, EMR Systems Management/Administration, Systems Integration/Analysis, Root Cause Analysis, and Client Relations.   Apply developed subject matter knowledge to solve common and complex business issues within established guidelines and recommend appropriate alternatives. Collaborate on problems/projects of diverse complexity and scope. Exercise independent judgment within generally defined policies and practices to identify and select a solution. Act as a team or project leader directing activities, facilitating information validation and overseeing decision-making process. Handle and resolve the most unique situations as well as seek team advice in order to make decisions on complex business issues. Authorized to work in the US for any employer Work Experience EMR SYSTEMS TECHNICIAN CHANGE INC September 2018 to June 2019 CONTRACT FULFILLED   Utilize eClinicalWorks EMR and eBO Query Studio (SQL based) for data abstraction, building structured data, and capturing all necessary elements required for reporting purposes.   Provide technical support to all levels of staff to address any EMR software related issues effecting work performance.   Liaison between IT and EMR departments to bridge the gap between the two, and effectively exchange information in order to diagnose complex issues. SYSTEMS INTEGRATOR THE INTEGRATION GROUP OF AMERICA April 2018 to August 2018 TEMPORARILY RELOCATED   Create IPsec tunnels, crypto maps, ACLs, NAT rules, object networks, tunnel groups, and VPN profiles in Cisco ASAs and firewalls.   Deploy security patches to production servers and administer licenses using Symantec SEPM.   Build and configure VMware ESXi servers, then deploy virtual servers using vSphere. IT SYSTEMS ADMINISTRATOR RIGNET May 2017 to April 2018 LEFT FOR BETTER OPPORTUNITIES   Manage distribution groups, mailboxes, and all Office 365 administration features.   Maintain user accounts, computers, groups, and all objects in Active Directory.   Utilize Solarwinds Engineering Toolset to maintain and administer production network. TECHNICAL SUPPORT COORDINATOR FREEPORT MCMORAN

OIL & GAS January 2016 to May 2017 COMPANY WAS DISSOLVED   Administer backups using IBM tape library with Symantec SEPM.   Develop and conduct training presentations on new software rollouts to up to 100 users per session.   Deploy and maintain both physical and virtual servers, computers, and smart phones/tablets. IT MANAGER FRANKS INTERNATIONAL - Lafayette, LA January 2015 to January 2016 LAYOFF DUE TO COMPANY RESTRUCTURE   Provide both technical and administrative guidance to subordinate personnel.   Created, implemented, and enforced IT policies and procedures to improve department performance and standardize IT systems globally.   Escalation point for complex issues Help Desk or Systems personnel could not resolve. NETWORK ADMINISTRATOR LAUTTAMUS COMMUNICATIONS May 2012 to November 2014 LAYOFF DUE TO DOWNSIZE   System Administration to include maintaining IS Server with MS SQL Server, Web Server, Exchange Server, and FTP Server.   Manage Cisco based infrastructure to maintain and optimize WAN along with associated peripheral devices.   Troubleshot and proficiently resolved all computer hardware or software issues for end user support. IT SYSTEMS ANALYST US ARMY 82ND AIRBORNE - Fort Bragg, NC 2008 to March 2012 COMPLETED ENLISTMENT   Install, operate, and perform unit maintenance on multi-functional/multi-user information processing systems and peripheral equipment.   Troubleshoot automation equipment and systems to the degree required for isolation of malfunctions to specific hardware or software.   Compile production report data and quality control information. Education TECHNICAL DEGREE in Information Systems Operator-Analyst US ARMY SIGNAL SCHOOL September 2009 Skills System Administrator, System Admin, Active Directory, Vmware, Exchange Server, Switches, Routers, SQL, Firewalls, Technical Support, Management, It Project Management, It Service Management, Visio, DNS, TCP/IP, Strategic Planning, Windows, Networking, Policy Development, Customer Service, Inventory Management, Reporting, Office Applications, Teamwork, Virtualization, Cloud Computing, Military, Account Management, SCCM, Troubleshooting   Links   http://www.linkedin.com/in/joshua-harry-50324b55 https://www.facebook.com/joshua.harry.35 Military Service Branch: United States Army Rank: E-4 Awards Focused Recognition Award 2017-09 Awarded for demonstrating leadership in passion for

excellence throughout daily activities. Certifications/Licenses CompTIA A+ December 2009 to January 2010 CompTIA Network+ March 2010 to April 2010

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