

Technology Administrator / Network Engineer Technology Administrator / Network Engineer
Technology Administrator / Network Engineer - BMI Audit Service, LLC North Liberty, IN Work
Experience Technology Administrator / Network Engineer BMI Audit Service, LLC - South Bend, IN
February 2017 to Present Provide IT services that drive productivity improvement for all employees
? Direct and implement all staff technology training and security training, both electronically and by
leading staff discussions. ? Issue all technology devices to staff and set up staff accounts, network
access, and issue software per staff needs, along with maintenance and repair of IT equipment ?
Support all remote users on technology issues, VPN, Firewall, and security questions and client
security questionnaires. Ensure a secure IT environment for a company that runs on data ?
Provide oversight of Network Security, HIPAA protocols, PPI, PHI, Email protocols, and working with
staff on encryption and secure data handling ? Provide input on technology policies, procedures
and forms. Ensure technology is productive, secure and meets the needs of our user community.
? Interact with all technology vendors and have company oversight on vendor projects, technology
requirements, project management, testing. ? Research, interview, and build focus groups in
selecting new technology equipment and counsel owners on positive outcomes and negative
concerns. ? Research and present technology upgrades, efficiency gains, cost saving procedures,
and processes. Ensure efficient, accurate and timely data processing for our client base. ?
Processing all client data for all forms of claims audits; Medical, Rx, and Eligibility. ? Build client
audit framework, based on contractual agreements ? Build the client data definitions based on
fields data dictionary provided by client's administrators. ? Assemble client data (.txt .csv.xls .xlsx.
bi-xlsx .pipe) and communicate missing client data to auditor or administrators. ? Process the client
data throughout the Audit IQ process, including, importation, transformation, and verification. ? If
needed, I meet with all parties to communicate positive outcomes on data fields needed and data
dictionary's administrators provide. Improve the efficiency and effectiveness of data process for
our Client base. IT Analyst II Trinity Health - Novi, MI February 2011 to January 2017 Managed the
IT responsibilities for 35 million dollar ER dept. upgrade Upgrading systems and devices, fielding
help tickets, Building mobile computer platforms, assisting users in training of Microsoft products

and proprietary apps. Project manage IT projects for both the hospitals and Providers offices, Built schedules for staffing, and coverage on weekends and holidays. President Complete Computing, Inc November 1999 to November 2014 Personal computers - build custom configuration computers, including specialty designs Software for people with disabilities. Networks - Ethernet/fast Ethernet networks, Peer-to-Peer, Client-to-Peer, LAN, IP Access Points, Routers and Hubs, Novell. Certified in CAT 5 cable. Support all versions of Windows OS for hardware and software issues, setting up network Connectivity and troubleshooting problems. Service - troubleshoot, diagnose and repair all personal computer brands, laptops, Servers Printers. Install and support software applications and Internet Service Provider applications. Assist and provide direction to customers including products, features, vendors, post-deployment support Training & Support - In person, remote workstation & over the phone. Contractor TEK Services January 2008 to January 2010 BOSCH Supervising Bosch Customer Services Call Center for 17 employees, creating schedules, work Matrix, monitoring call volumes & help-desk tickets. Hardware/Software Configurations, Server Administration, Network Schemes, RAS, VPN, All Microsoft Operating Systems from Windows 3.1 to Vista. Remote conference with Vendors and Customers Worldwide. Schedule employees PTO, On Call coverage, Overtime. Trinity Health Assisting with the Project implementation of Electronic Medical Records. Converting, updating, roll out of new hardware systems and software products. Performing user support, and training on use of new hardware and peripherals. Working with Trinity IT staff on problem solving, integration issues and roll-outs. Providing application trouble shooting support for all Cerner applications and Health Quest. Education BA in PSY Apostolic Bible Institute Inc - Saint Paul, MN August 1982 to May 1987 Skills Cisco, Microsoft office, SQL,router, vpn, citrix, PLC, SCADA, HMI, RTU, (10+ years), Active Directory, security, Cisco, Exchange, LAN, VPN, Networking, Vmware, DNS, MPLS, firewalls, Case Management, Basic Math, Customer Service, Microsoft Office Certifications/Licenses A+, MCSE, Security+I Present

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