

Systems Administrator Systems Administrator Remote Authorized to work in the US for any employer Work Experience Systems Administrator University Health Services Manoa - Honolulu, HI October 2013 to Present Identify and resolve technical application and hardware issues for all office personnel, including medical staff Manage IT infrastructure and security, including preventative maintenance, regularly scheduled updates and backups of Windows servers, databases, desktops, and installed applications Configure users, groups, and policies for a 50+ user population Lead in integrating security focused IT solutions with existing systems and ensuring compliance for end users and systems as it relates to security in accordance with HIPAA standards Act as project manager regarding EHR implementation, overseeing clinical, pharmacy, lab, and fiscal modules, and provide recommendations Create and update existing information technology and HIPAA policies and procedures -Provide support to internal customers by performing ad hoc data analysis Support Technician Servco Pacific Inc - Honolulu, HI October 2014 to September 2018 (Part-time) Load and deploy standard workstation and laptop configurations Submit and monitor AS/400 processes Monitor and perform nightly system backups and restores Perform routine ADP report processing and printing Resolve support issues for user population of over 2000 via email & phone, and log tickets using in-house system Support Specialist (telecommute) Kindling, Inc - New York, NY October 2013 to December 2014 Execute and update test cases for various projects Track, report, and verify bugs using Trac Create new app instances using Salesforce Create and maintain web app usage documentation via WordPress Log and provide technical support to clients via HappyFox Help Desk Consultant University of Hawaii at Manoa - Honolulu, HI May 2012 to May 2013 (Student Employment) Field requests from user population of over 20,000 people, including students, faculty, and staff via telephone, email, and remotely Perform desk-side support, including new installs, file backups, and analysis Education Bachelor's in Cybersecurity and Information Assurance Western Governors University July 2019 to Present Master of Business Administration in IT Management in Information Technology Management Western Governors University September 2015 to January 2017 Bachelor of Business Administration in Management Information Systems in Management Information

Systems University of Hawaii at Manoa - Honolulu, HI August 2010 to May 2013 Skills Acrobat (6 years), Active Directory (6 years), EHR (6 years), Electronic Health Records (6 years), Microsoft Office (10+ years), Desktop Support (7 years), Help Desk (7 years), Tech Support, Service Desk, Comptia Certifications/Licenses G Suite January 2018 to January 2020 Google Cloud Certified in G Suite <https://www.credential.net/e09gqwoe> CIW Site Development Associate July 2019 to Present CIW Site Development Associate certification provides you essential Web page development skills. The certification teaches Web site development using Hypertext Markup Language version 5 (HTML5) and Cascading Style Sheets (CSS) as well as using graphical user interface (GUI) authoring tools, and many more. ITIL v3 July 2019 to Present The ITIL Foundation certification covers all the five practice areas of the ITIL service lifecycle, including how the different lifecycle stages are linked to one another. CompTIA A+ August 2019 to August 2022 <https://www.youracclaim.com/badges/88e1da4e-69e5-4979-8886-f671625976d3> CompTIA Network+ August 2019 to August 2022 <https://www.youracclaim.com/badges/23221068-e5e2-4abf-b321-2c76826fb7af> Assessments Basic Computer Skills: PC Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/c-a3njtxuxzcbuoz Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Technical Skills/Summary Windows (XP-10), MySQL queries, Microsoft Office Suite, Office 365, GoToAssist/LogMeIn, Acrobat Pro, Banner SIS, Electronic Health Records (EHR), Active Directory, Group Policy Mgmt, Spiceworks, PDQ Deploy

Name: Elizabeth Rollins

Email: carriewheeler@example.org

Phone: +1-610-910-2447x7824