Systems Administrator Systems Administrator Medical Assistant Front Office Woodbridge, VA Work Experience Systems Administrator SAP Concur - Vienna, VA November 2015 to Present Configures system security settings to enable/disable user objects. ? Delegates administrator roles and grants permissions for access and reporting. ? Resolves system errors and failed interface issues. ? Performs on-demand password resets.Monitors Audit Logs to provide insight on system activity. ? Creates administrative and audit trail Reports. ? Plans, coordinates, and implements system upgrades. ? Technical writer of SOPs, user guides, & quick tip sheets. ? Produces weekly status reports. IT Specialist Division of Human Resource Management - Arlington, VA 2012 to October 2015 22230   Duties   Respond to Tier II helpdesk tickets.   Perform hands-on administration & troubleshooting of Local Area Network (LAN) hardware & software, network printers, copiers, & fax machines.   Install & configure new user PC hardware, specialized software, & phone services.   Provide AV support for WebEx meetings & live webcasts.   Manage Share Point website for business document sharing.   Technical writer of SOPs, user manuals, & quick tip sheets.   Conduct market research for purchasing technical equipment, supplies, & maintenance.   Manage & update training materials through Mac cloud storage for mobile devices.   Perform website maintenance by including links, databases, & other functions.   Special Projects   Windows 7 Migration Support; Perform system back-ups, replace hard drives, & use Active Directory to update user OUs.   HSPD 12 Homeland Security Presidential Directive; Enroll users with 8 digit pin number, install PIV card readers on workstations.   Mobile eLearning Project; Implement mobile device system for on-site & off-site executive training.   Yearly Property Certification; Ensure successful audit of all division owned equipment.   Committee Service   Provide input as Division Representative for working groups when planning new systems & upgrades to existing systems. Management Analyst, IT   GS-399-07-1 Division of Administrative Services Division of Human Resource Management - Arlington, VA 2008 to June 2012 22230   Duties   Create, respond to, escalate, & close helpdesk tickets.   Install, configure, & upgrade PC hardware & software, network printers & copiers, &VMware for virtual panels.   Create user accounts and password resets for multiple internal government business applications.   Execute software test scripts.   Provide

feedback for technical evaluation of tested software to ensure customer requirements are met for successful deployment.   Conduct market research for purchasing technical equipment, supplies, & maintenance.   Assist in the development of internal & external websites.   HTML code editor to provide quality control of agency web solicitations.   Manage Share Point website for business document sharing.   Special Projects Conference Support Specialist NSF Awards 2010 to 2011 received.   Citrix Virtual Desktop Implementation; VMware set up for 100 virtual panelists & Citrix Server testing. 2011 NSF Award received.   Committee Services   Publish business media on the internal cable broadcast system for live webcasts including the fiscal year Budget Roll-Out & Agency-wide Town Hall Meetings.   Ensure that 15 digital signs broadcast accurate & current news & weather RSS feeds daily.   Conference Support Specialist GS-326-05 Meetings & Events Management - Arlington, VA 2005 to August 2008 22230   Coordinate logistics & technical aspects of conferences & panels.   Provide AV support for meetings. United States Access Board 2008 to 2008 2008 NSF Award received.   Future NSF Program of Requirements; Conduct Agency-wide interviews to evaluate space & technology requirements. 2010 NSF Award received. Conference Room Scheduler Migration 2007 to 2007 2007 NSF Award received. Medical Assistant Physician's Minor Injury & Illness Center - Clinton, MD 2003 to December 2005 20735   Provide quality assurance of ICD & CPT codes for billing.   Record daily vital signs in patients' records. Assist Physician with x-rays, labs, &minor sutures. Administrative Assistant Family Health Care Physician's - Waldorf, MD 2002 to July 2003 20601   Electronic Health Record data entry. Insurance coverage verification.   Provide quality assurance of ICD & CPT codes for billing. Prepare electronic referrals, procedural reports, & labs for referring physicians. Education Master's in Healthcare Admin Informatics UMUC - Adelphi, MD September 2012 to December 2015 B.S. in Computer &Information Science University of Maryland, University College 2012 Certifications/Licenses A+ Certified Present Additional Information QUALIFICATIONS   Agile Software Tester Computer Technician EHR Administrator HTML Editor Helpdesk Analyst ICD & CPT Coder Technical Writer System Administrator Medical Biller

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