

Systems Administrator Systems Administrator Systems Administrator Revere, MA Knowledgeable and responsive individual interested in a position with Tufts Health Plan to use background in technological devices to provide excellent customer service. Work Experience Systems Administrator Tufts Health Plan - Watertown, MA June 2016 to August 2019 Reduced time required for tasks by hours with new techniques and by taking advantage of existing processes Participated in several upgrade projects at both the server side and client level (MHK, CCMS and Casetrakker.) Monitor daily data loads, reporting and correcting errors as applicable Configure clinical applications as requested by users Created and manage user accounts Assist users with issues within clinical applications ((MHK, CCMS, Casetrakker and others) Responsible for keeping loaners laptops up to date. Developed SQL Stored procedures for Data Processing in CCMS tables and Casetrakker Provided direction to the team to accomplish project milestones, meet established schedules, resolve technical and operational issues, accomplish project goals and produce quality results. Working experience in all of Clinical Services applications, data structures, data stores, and data relationships. ISBMS SR process, create production support SR's Working knowledge of ServiceNow for processing user issues via Incidents and Tasks. Desktop Support Tufts Health Plan - Watertown, MA June 2015 to June 2016 Large scale of deployments (200/week). Installed requested applications on users' computer. Deployed all completed computers and ensured that drives were mapped correctly and that internet and printer connection were set up correctly Assign laptops and desktop for users throughout the company among all departments through ADS Manual install applications to user laptop and desktops through CMD Automated installs of applications to user laptop and desktop through SCCM Deliver new hire set-ups, transfers and general pc swaps all through the company Provide proficient troubleshooting assistance with user issues varying from hardware, networking or general questions or request Meet specific deadlines for PC configurations and builds. Field Technician Harvard Business School - Boston, MA March 2015 to May 2015 Temp) Upgraded all existing users on campus Reset users passwords using Active Directory to assign users a temporary password while 24 hours of their upgrade Confirmed machine names and serial numbers using ServiceNow

Upgraded old model Dell laptops and desktops to the upgraded version model 9020 desktops and 7240 and 7440 laptops Connected remotely to the user for mapping of drives using LanDesk or Remote Desktop connection. Installed printers to the existing or new users Set up the users Outlook, Microsoft word, Excel and other applications as the users requested and permitted by the policy Imagined all machines as requested in the personally assigned tickets Deployed all completed machines and ensured that drives were mapped correctly and that internet and printer connection was set up correctly Corporate IT Technician Boston Medical Center - Boston, MA June 2014 to December 2014 contract) Identified, diagnosed, and resolved first level problems for end-users of the workstations, laptops, terminal services and Citrix sessions, end user software and hardware, network and VPN connectivity Communicated solutions to end-users effectively Provided one-on-one end-user problem resolution for client (PC) software and connectivity Set up, and assisted in the configuration of end-user PC desktop hardware, software and peripherals Diagnosed and resolved end-user network or local printer problems, PC hardware problems and basic server, e-mail, internet, VPN and local-area network access problems Coordinated timely repair of PC computer equipment covered by third-party vendor maintenance agreements Performed minor desktop hardware repair for PC computer equipment and peripherals that are not covered by their-party vendor maintenance agreements as needed Acted as remote hands for engineering staff onsite as needed Assisted Network Technicians in creating materials for end-user frequently asked questions and procedural Knowledgebase articles Information systems technician Temp PARTNERS HEALTHCARE - Somerville, MA October 2013 to March 2014 Installed new imagine to desktops and laptops Created home builds to desktops and laptops Upgraded Operating systems from Windows XP, Windows Vista to Windows 7 Installed applications such as Microsoft word 2007, Adobe 10 and 11. Installed Microsoft security essentials, VPN and safe boot to home builds Ran encryptions to all devices that were Adds, changes and repairs. Added new machines to the network utilizing PNTSDEV Prepared shipment for the next day delivery. IT Technician/Intern BLUE CROSS AND BLUE SHIELD OF MASSACHUSSETTS - Boston, MA 2006 to 2006 Installed a variety of software including Windows

XP Server Pack 2, Microsoft Office XP. Designed and managed a Lab environment Image management Utilizing Ghost & troubleshooting applications remotely using SMS 2003 HP desktop and Laptop hardware and software installed and repair Implemented enterprise laptop encryption management software on Windows 2003 server Installation of various application to numerous desktop Provided Level II desktop hardware and application support including remote desktop assistance throughout Massachusetts Configured security administration settings for VLAN accounts and domain authentication passwords Supported end user inquiries using Vantive ticketing software Provided Level II desktop hardware and application support including remote desktop assistance throughout Massachusetts Education Associates Degree in Computer Network Systems ITT TECHNICAL INSTITUTE - Norwood, MA 2012 to Present high school diploma EAST BOSTON HIGH SCHOOL - Boston, MA 2001 to 2005 Skills Bios, Excel, Microsoft office, Outlook, Word, Windows 7, Windows vista, Windows xp, Cpr, Bilingual Additional Information Skills and Abilities Proficient with Microsoft Office 2007 (Word, Excel, Power Point, Outlook) Windows XP, Windows Vista and Windows 7, Windows X. IT diagnostic and repair skills PC hardware and BIOS Good communication, organized, public speaking, willing to learn new skills, cooperative and teamwork Willing to do whatever it takes to get the job done Bilingual: Able to speak, read, and write in both Spanish and English CPR (cardio pulmonary resuscitation) certified and Fire Extinguisher Trained. Willing to learn new skills

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