

EMR Help Desk EMR Help Desk Enfield, CT Authorized to work in the US for any employer Work Experience EMR Help Desk Holyoke Medical Center - Holyoke, MA September 2016 to Present Troubleshoot server, network, wireless, printer, scanning and fax issues Provide tier 1 and 2 technical support to 13 community practices and 25 internal offices (600+ users) Create and deploy GPOs for printing, Windows, and Chrome settings Migrate eClinicalWorks from Array load balancer to Citrix Netscaler Support and maintain 15 eClinicalWork instances including client and server updates and patches Upgrade Windows Server 2008 servers to 2012 R2 Junior Systems Administrator Agawam Public Schools - Agawam, MA December 2015 to September 2016 Deployed G Suite for Education to 4000 users and 1500 Chromebooks (GADS, GAPS, and GAM) Managed and configured Aerohive wireless network (200+ access points) Researched, configured and deployed Office 365 with Azure AD Connect Researched, configured, piloted and deployed Dell KACE K2000 to replace Ghost for imaging Information Technology Specialist Frontier Regional School District - South Deerfield, MA September 2013 to November 2015 Installed, maintained and troubleshoot Microsoft Windows Operating Systems (XP, 7, 8 and 8.1) Documented work through online help desk system (Hesk), as well as managed knowledge base articles Helped research, configure and deploy Server 2012 R2, Active Directory and Google Apps district-wide Planned, reconfigured and deployed new wireless SSIDs and 100+ AeroHive wireless access points Installed, configured and deployed Wasp MobileAsset Inventory Database on Server 2012 R2 Managed and instructed student IT interns on basic computer repair and technical support Researched, configured, tested and deployed Meraki for five schools for iPad/Android MDM Technology Support Specialist Ludlow Public Schools - Ludlow, MA December 2012 to June 2013 Received, configured and distributed desktops, laptops, projectors, iPads, Chromebooks, etc. Troubleshoot computer and SMARTBoard/projector issues district-wide (6 locations) Installed replacements for failed hardware components (HDD, RAM, CPU, screens, batteries, bulbs) Scheduled and performed regular maintenance for all IT related hardware Maintained detailed inventory of all computer, networking and server equipment Installed, configured, and troubleshoot 50+ N-Computing stations Temp Network Administrator Pioneer Cold Logistic Services - Chicopee,

MA June 2012 to November 2012 Configured and troubleshot Psion-Teklogix and Symbol RF scanners and terminals (Windows Embedded) Created and maintained 45+ users and e-mail accounts in Active Directory, MS Exchange, and IBM AS/400 Maintained all IT equipment including, but not limited to desktops, servers, monitors, iPhones, and printers Managed IT supplies and created purchase orders for items such as toner, batteries, and thermal media Transferred various PBX lines to new punch down panels for a Charter telephone migration Troubleshot problems in programs such as Microsoft Great Plains and Truckers Helper Managed and troubleshot 20+ Cisco wireless access points Education BA in Computer Information Technology Elms College - Chicopee, MA September 2009 to May 2013 Skills Desktop Support, Help Desk, Service Desk, Tech Support, Active Directory, Helpdesk Support, System Administrator, System Admin, VMware Assessments Project Management Skills: Budgeting Highly Proficient February 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: [https://share.indeedassessments.com/share\\_assignment/piwhn4qdsveznd18s](https://share.indeedassessments.com/share_assignment/piwhn4qdsveznd18s) Technical Support Skills Highly Proficient February 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/s17ox4ofhddc4prv](https://share.indeedassessments.com/share_assignment/s17ox4ofhddc4prv) Basic Computer Skills Highly Proficient February 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/qjijtjxdbbrb7-sue](https://share.indeedassessments.com/share_assignment/qjijtjxdbbrb7-sue) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Experience with cryptocurrency mining and blockchain technology

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