

Front Desk Manager Front Desk Manager IT Security Coordinator - JOHNSON & JOHNSON / IRON MOUNTAIN Hamilton, NJ (Relocating to Washington NJ in mid-August 2019 Work Experience Front Desk Manager Fluid Physio - Lawrenceville, NJ February 2019 to Present Schedule patients to receive physical therapy. Utilize Quickbooks for patient invoices and various other expense purposes. Assist patients to contact and determine potential out-of-network health care benefits. Contribute to team meetings to stimulate company growth or enhance patient satisfaction. Postal Support Employee United States Postal Service - Trenton, NJ November 2018 to February 2019 Manage various machines to process and sort mail and parcels. Performed manual checks of mail to ensure accurate distribution. IT Security Coordinator Iron Mountain - Piscataway, NJ May 2013 to November 2018 Contractor working at Johnson and Johnson Provide and remove application access to users and customers ensuring that compliance and procedures are met with the application being requested Managed application and database access for MDM, ICS, SAP, CARS/IS, CARSMA, HPQC, and more. Generate several reports for business and auditing purposes. Performed VLOOKUPS regularly. Requested by manager to assist in creating and reviewing SAP Audit logs for business critical documentation that require detail orientation and accuracy Perform "Manager Mailer" report on a bi-annual basis to remove or grant application access based on 1,500+ managers to review their direct reports' access Regularly assist in CIA and PWC audit reviews and meetings Manage, review, and support several e-mail boxes Assist users and customers with password resets by e-mail, phone, or screen share Formulated new ideas and process for new and old applications to be more efficient Image Production Specialist Remedy Intelligent Staffing - Freehold, NJ August 2012 to May 2013 Temp working at Iron Mountain Prepared highly confidential documentation to scan for digital storage Scanned paper documents into a digital media to be billed to the customer. Adapted to new rules and procedures on a regular basis Trained new workers for the company's work flow process. Retail Systems Analyst / IT Support Analyst Betsey Johnson - Secaucus, NJ May 2011 to October 2011 Maintained 150+ retail system computers across 2 offices, a distribution center, and over 70 retail locations globally Managed point of sale (POS) applications to add and update prices, inventory,

and user profiles      Provided weekend on-call support and traveled for on-site service at headquarters and promotional events      Audited accounts payable and communicated action plans to senior management to remediate issues      Developed technical documentation and created training guides. Data Base Processing / Communication Specialist Assistant Multicultural Community Services - Edison, NJ February 2008 to May 2011 Prepare over 70 client reports each month to be presented at Municipal Family Courts Education Bachelor of Arts in Information Technology Informatics RUTGERS UNIVERSITY - New Brunswick, NJ October 2009 Skills SAP (3 years), ACCESS (Less than 1 year), C++ (Less than 1 year), EXCEL (10+ years), HTML (Less than 1 year), SQL (5 years), Microsoft Office (10+ years), Outlook (10+ years), SOX Compliance (5 years), HIPAA Compliance (8 years), Administrative Assistant, Payroll, Quickbooks, Filing Additional Information TECHNICAL SKILL HIGHLIGHTS      Software Proficiency: MS Word, MS Excel, PowerPoint, SAP, Quickbooks, various software applications      Hardware Proficiency: Strong abilities installing network devices      Computer Languages: SQL+ (Oracle), (X)HTML, Java, Access, MYSQL, C++

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