

Healthcare security Coordinator Healthcare security Coordinator IT Support/Customer Service  
Mobile, AL In need of a career that will challenge me to go above and beyond the skills and  
knowledge I have already acquired. WILLING TO RELOCATE/ WILLING TO TRAVEL UP TO 25%  
Authorized to work in the US for any employer Work Experience Healthcare security Coordinator  
USA Medical Center - Mobile, AL Present Myself and a team of 5, Provide a safe and secure  
environment for quality care by coordinating all Security Control Center functions and security for  
systems that are used by Doctors, Student Nurses, PCAs, Nurse Practitioners and etc within USA  
Healthcare's hospitals, staff supervision of Desk Officers and Control Center Technicians, I also  
maintain Public Safety records under the general supervision of the Division Commander and the  
staff supervision of our Senior Client Coordinator. I use systems such as Venture, Cerner,  
Healthgate, Active Directory, And Citrix to control/manage/add/remove and update our clients and  
users in the hospitals. I work with our HIPAA department Chief Officer to ensure we are in divine  
order with all of our users. Keeping all of our patient records secured at all times. Also by creating  
Confidentiality Agreements for All new and senior employees to sign. Field Technician/Project  
Leader TEKsystems - Mobile, AL October 2016 to August 2018 USA Medical Hospital IT Field tech/  
Project Leader Present Employer I work under established policies and procedures that address  
daily operation and long-term goals for the Service Department which include interacting with our  
customers to provide an efficient and reliable service experience. I perform maintenance  
inspections, overhauls, repairs, and calibration on a wide range of respiratory equipment devices  
such as all departments printers, computers, doctor laptops, scanners, radiology dictation mics, and  
etc. Utilize specialized test equipment such as electrical safety analyzers, ventilator testers, test  
lungs with patient circuits and oxygen analyzers. Provide customers with detailed service reports  
utilizing our web based equipment management system. Ability and willingness to travel to different  
clinics and hospital location and provide on-site service. Maintain inventory and maintenance on  
company property Document all work performed and close out all activities upon completion  
Maintain a professional appearance and follow established safety standards Placed purchase  
orders to different vendors such as Honeywell, Dell, APC, and Seagate to supply hospital with

necessary devices. If needed, I also maintain Warranty orders on products that are broken, was received broken or has manufacturer defects. Recently became project leader with the responsibilities of Assembling and Leading Project Team, Time Management, Quality and Satisfaction, Monitoring Progress, and Manage Issues and Risk I continuously build valuable relationships with all medical staff and USA coordinators to express the value of the technology and systems my team implement on a daily basis . I also implement the Vision of USA Hospital to my everyday activities, to ensure Success over every project and assignment given to me. IT Support/Customer Service Televox Solutions August 2015 to October 2016 08/12/2015-10/25/2016

Keep a track on integration projects and ensure that they meet business requirements and goals  
Fulfill the end user requirements Identify and resolve the system issues Making  
recommendation of the integration products and services by carrying out proper researches  
Collaborate with the vendors to identify the features that might be of value to CRM Work with the  
analysts, system designers, and business owners to lead in the integration testing phase  
Communicate with the software developers and engineers to address any problem in the program  
logic Checking for any issues with the operation of the new applications with the existing system  
software's and applications Improve the business process by integration IT Support/Customer  
Service AT&T - Pensacola, FL April 2014 to July 2015 AT&T Mobility, Pensacola, Florida Provide  
Employees with the daily performance of computer systems Answer user inquiries regarding  
computer software or hardware operation to resolve problems Enter commands and observe  
functioning of system to verify correct operations and detect errors Set up equipment for employee  
use, performing or ensuring proper installation of cables, operating systems, or appropriate software  
Install and perform minor repairs to hardware, software, or peripheral equipment, following design  
or installation specifications Maintain records of daily data communication transactions, problems  
and remedial actions taken, or installation activities Read technical manuals, confer with users, or  
conduct computer diagnostics to investigate and resolve problems or to provide technical assistance  
and support Refer major hardware or software problems or defective products to vendors or  
technicians for service Help Supervise a team of 34 others in the proper use of hardware or

software used by AT&T    Determined requirements for new systems or modifications    Accessed software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.    Identified and learn appropriate software and hardware used and supported by AT&T.    Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.    Test fixes to ensure problem has been adequately resolved.    Performed post-resolution follow-ups to help requests.    Developed help sheets and knowledge base articles for end users.    Performed related duties consistent with the scope and intent of the position

Package Handler/Inventory Control Analyst    December 2014    FedEx Ground(Seasonal) - Mobile, AL    July 2012 to July 2012

Ensured successful transfer and delivery of goods to intended destinations.    Additional responsibilities include sorting packages for delivery, operating heavy machinery, such as forklifts, trucks, and hydraulic conveyor belts, and on rare    Developed, implemented, and monitored all key functions related to inventory transactions to assure that they were accurate and timely.    Coordinated a cycle count program in a perpetual inventory environment.    Coordinated the cycle count progress and results to identify necessary recounts and processes to be monitored and provide regular reports on the results.    Performed thorough research and document inventory discrepancies using all available resources to identify root causes and supply possible solutions.    Worked with key personnel to effectively implement process improvements to operational procedures in an effort to proactively optimize overall location and item level accuracy and to maintain the highest possible productivity levels.    Coordinated the efforts of the cycle counts in an effort to identify and correct discrepancies on items at the location level as needed.    Will monitor warehouse and store transfers for accuracy and cost effectiveness as directed by    Purchasing and Distribution Management.    Special Order SKU's    Expedited the daily flow of all special order SKU's to include receiving, labeling, locating and timely shipping.    Trouble shoot all special order problems from time of receipt, and on occasions, picking up and delivering packages.

Education    Bachelors in GIS    Delta State University    August 2017    Associates in Computer Information Systems    Bishop State Community College    August 2014 to May 2017    Skills    Planning (5 years), Powerpoint (5 years), Excel

(5 years), Word Processing (5 years), Management (6 years), Leadership Development (3 years), Communications (7 years), Microsoft Office (5 years), Desktop Support (6 years), Healthcare (3 years), It Project Management (3 years), Inventory Control (3 years), Hippa compliance (5 years), Geospatial system training (1 year), ESRI (1 year), Cartography (1 year), Active Directory (2 years), Healthcare (1 year), Cerner (1 year), Bomgar (Less than 1 year), System implementation (1 year), Kace Ticket System (1 year), Advanced Excel, Cerner (2 years), Venture Health sys (1 year)  
Awards National Technical Honor Society 2013-10 Kappa Beta Delta Honors Award 2014-06

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