

Epic Desktop Support Epic Desktop Support Rosedale, NY Authorized to work in the US for any employer Work Experience Epic Desktop Support Divurgent at Hackensack Meridian Health - Red Bank, NJ February 2019 to Present Support Epic Support at the early stage TDR 1 ( Technical Dressing Rehearsal) Support Epic Go Live at Palisades Medical Center with the Desktop Support Team Resolve all technical issues, install and reinstall software, push applications to Objects on Active Directory Support Desktop Support/Tech Support Incident during Go Live. Install and Reinstall Citrix Receiver to make sure Epic is able to Launch successfully Perform Group Policy update to push Imprivata using LANDesk to enable Tap and Go Login ID Office Specialist Allied Universal at Port Authority of New York and New Jersey - Jamaica, NY November 2018 to February 2019 Create and edit employee profiles on CACS database. Obtain fingerprints and fingerprint biometric data on new applicants and current employees. Perform clerical duties as needed Review submitted applications for SIDA badging Handle confidential information with utmost care. Printer/Copier Technician Xerox - New York, NY May 2018 to September 2018 Deploy copier machines for Northwell Health throughout New York City and Long Island Area Train staff on how to use the copier machines, scan to email, fax and copy Configure Copiers remotely, install new copier machines and remove old ones Setup network configuration TCP-IP to allow users to print from the network Cerner Activation Consultant Kaweah Delta Medical Center - Visalia, CA April 2018 to May 2018 Trained nurses and non-clinical staff navigate through Cerner Provided at the elbow support to Physicians and nurses Supported Surgery Center, Endocrinology, Pediatrics, Internal Medicine, Infectious, Behavioral Health Supported front desk with Revenue Cycle, Sorian Financial, Sorian Clinical and more Epic Go Live Consultant Alvarado Hospital Medical Center - San Diego, CA March 2018 to April 2018 Provided at-the-elbow support for clinic providers and clinicians in Ambulatory workflows Supported Individual workflow customization and optimization Assisted with coordination of Go- Live Support Scheduling of Resources Trained and Instructed MD & RNs on navigation of system Trained and Support Physicians and Nurses in the creation of SmartPhrases, Preference List and Order Entry Provided One-to-One Training to Providers on More Focused and Efficient Workflows Cerner Go Live Support/ Desktop Support Analyst Inspira

Health Network - Woodbury, NJ February 2018 to March 2018 Supported end users on navigation of Cerner PowerChart Troubleshoot printers, scanners to help users input Electronic Medical Record in Cerner Millennium Worked remotely to add application to user's profiles/Ping IP address

Technical proficiency in PC/Laptop hardware repair and networking fundamentals (TCP/IP/DNS/WINS) / Support users through Incident Monitor Desktop Support Analyst/ All Scripts Go Live Support Northwell Staten Island University Hospital - Staten Island, NY January 2018 to February 2018 January 2018 - February 2018 Responsible to add, remove and modify Active Directory users. Imaged machines using Symantec Ghost Technical proficiency in PC/Laptop hardware repair and networking fundamentals (TCP/IP/DNS/WINS) MS Windows Citrix Metaframe PNA Client Cerner Activation Consultant Concord Hospital - New York, NY December 2017 to January 2018 Cerner - Go Live activation support Dynamic Documentation, PowerNote, PowerChart, CareNet Outpatient - Urgent Care support Supported Physicians, Nurses. Assisted providers in utilizing Cerner System Supported entering their clinical notes utilizing dynamic documentation, Powernotes, quick text, Mpages Escalated issues to help desk, reporting of optimization issues. Assisted with ongoing development, implementation and customization of the EMR EMR Desktop Support Mount Sinai Health System - New York, NY October 2017 to December 2017 ADT/ Cadence/Prelude Support - Inpatient / Outpatient locations - Consulted with business area management and staff on usage of end user computing systems and network-based PC/workstation software and hardware, systems security, recovery and back-up procedures, including troubleshooting, repairs, network configurations, installations and upgrades. Managed, supported, and troubleshoot network printers, scanners, mobile devices, etc. Moved, added and changed workstations throughout Mount Sinai locations and off campus. Provided support for Mount Sinai users at remote sites outside the campus which might require local travel. Allscripts Implementation Analyst Concentra November 2016 to October 2017 Enterprise EHR v11.4.1 Trainer and Go Live Support, Allscripts TouchWorks EHR 17.1 Modular HER-Ambulatory Helped facilitate implementation of a nationwide roll out of Allscripts TouchWorks EHR 17.1 Conducted end-user and advanced training across all roles, including development of classroom materials and

multimedia-based training. Provided primary support. Assessed support resolutions to address whether issues had been adequately resolved, worked with clinicians and clinical staff on best workflow to optimize software utilization, as well as ensure meaningful Use objectives were obtained. Identified support trends or system errors indicating additional training needs or configuration changes. Experienced in implementing various specialties including Family Practice, Internal Medicine, Cardiology, Dermatology, ENT, Gastroenterology, Nephrology, OB/GYN, Orthopedics, Pain Management, Pediatrics, Physical Therapy, Podiatry, Urgent Care, Urology Let Clients through a successful transition into Allscripts TouchWorks EHR 17.1 application feature/functionality and its interaction with ancillary systems. Counter Intelligence Agent Geek Squad - Lawrence, NY October 2015 to October 2016 Repaired and reinstalled software such as Microsoft Office and anti-virus programs Collaborated with sales team and help them to achieve business goals Checked in and out computers to client and taught them how to use their devices Handled shipping and receiving Employee of the months 4 times in a row and won Most Valuable Player in Geek Squad Set up, tested and configured networks, desktops, laptop and printers Installed motherboards, processors, RAM, fan and graphics cards Coordinated hardware and software repair processes with outside vendors. Data Entry Clerk Dell - Queens, NY January 2015 to October 2015 Manage complete data entry and customer support functions for yarn and craft website Enter customer orders, vendor receipts and invoices into offline system Compile statistical report on payments, orders and outstanding invoices Transcribe phone messages for owner and manage email communications Gather statistical information about clients and purchases, and created reports for owner. Drafted invoices for vendors and past-due letters for customers Python Developer Intern RGPacific LLC - Los Angeles, CA August 2014 to January 2015 Implementing Python scripts to automatically sync data between different storage server depending on current available space and remote location Tested compatibility and functionality of a web application using Selenium in Python Generated graphs for business decision-making using Python matplotlib library Used Python library BeautifulSoup for web scrapping to extract data for building graphs Wrote python scripts to parse XML documents and load the data in database

Having experience in Python2 and Python3      Created database using MySQL, wrote several queries' to extract data from database      Good experience in working with various Python IDE like Pycharm, idle, and Jupiter Notebook Computer

**End User Specialist NYU Langone Health - New York, NY** March 2012 to November 2014      Supported 38 medical offices with desktop and troubleshooting PC/hardware, repair, networking or telephony installation and setup      Worked with IT and administrative staff to implement a variety of new initiatives including upgrades and migrations      Migrated over 30 email accounts between several domains without data loss

Diagnose, troubleshoot and resolves a range of software, hardware and connectivity issues. Provides customer service support and issues probing questions, researches, analyzes and rectifies problems expediently.      Provided technical support for smartphones and hand-held devices      Set up audio-visual equipment for PTA and USD board meetings

**Meditech Consultant Mount Sinai Health System - New York, NY** June 2014 to July 2014      Provided support for CPOE Medication Reconciliation, BMV and eMar      Provided elbow support to clinicians and physicians      Support provided in Inpatient setting

**Meditech Consultant Encore Health System - New York, NY** April 2014 to May 2014      Provided CPOE and PCS Support      Medication Reconciliation, BMV, eMar, ADT process      Inpatient Setting      Assisting Physicians, Nurses and PA with End User Support in an Orthopedic setting      Provided support in Orders, Progress Notes, saving favorites

**Education MS in Biomedical Health Informatics in Biomedical Health Informatics SUNY Oswego - Oswego, NY** June 2020

**B.S in Computer Science in Computer Science Long Island University - Brooklyn, NY** December 2017

**Skills** CERNER (Less than 1 year), TCP (Less than 1 year), EMR (Less than 1 year), PYTHON (Less than 1 year), ADT (Less than 1 year), Microsoft Excel, Photoshop, Time Management, Management, MAC, Comptia, Desktop Support, Help Desk, SCCM Certifications/Licenses Driver's License Additional Information Computer Skills EMR Multi-Systems AllScripts 16.3 - ORM, eRX, eMar, Flowsheet Epic - ADT/ Prelude/ Cadence / Orders / Clindoc || Cerner: Powerchart, PowerNotes, Dynamic Doc, Mpages DHCP, TCP/IP, Mac OS, Team Building Skills, Search Engine Optimization (SEO), SQL, Python, Django, Java, JQuery, C++, Html, CSS, JavaScript, Web and Social Media Skills, MS Word, Excel, PowerPoint, Outlook, Skype, Active

Directory, TouchWorks 17.1

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