

Field Service Technician Field Service Technician Field Service Technician - NATUS MEDICAL INC Philadelphia, PA Work Experience Field Service Technician NATUS MEDICAL INC - Philadelphia, PA October 2018 to Present Responsible for installing, configuring and maintenance for all Natus electroencephalogram and electromyography medical devices for hospitals in PA, NJ and NY. Key accomplishments: Coordinating with hospitals' IT, engineering and clinical staff to provide correct site planning, network connectivity, firewall/endpoint security and clinical workflows for issued Natus devices. Providing remote and on-site technical support across 50+ medical facilities. Procurement, installation and configuration of all network backbone devices and hardware components to end-users Providing excellent trust relationship for all of clients on behalf of my employer. Plan, manage and perform small to large neurology installations Ensure all installations are managed in a professional manner in accordance with the FDA and HIPPA. Responsible for diagnosing and analyzing causes of product failures, reporting findings and making recommendations for improvement by providing feedback to Engineering, Operations and other cross functional teams. Complete all data entry activities including expense reports, and enter into corporate systems as defined by procedures. Network/ Systems Administrator Buffalo, NY August 2017 to October 2018 Monitoring, implementing and supporting all IT needs and infrastructures for my employer's clientele remotely and on-site. Key accomplishments: Migrating/Converting Xen and Hyper-V environments over to VMware environments. Technical expert for the entire organization(s) resolving 100% of issues escalated. Multi-site backup, DR and HA solutions and implementations. Procurement, installation and configuration of all backbone to end-user hardware and components. Converting outdated backbone systems with current hardware and network connectivity. Providing an excellent trust relationship for all of my clients on behalf of my employer. Network Systems Administrator SPEED GLOBAL SERVICES - Buffalo, NY January 2012 to August 2017 Monitoring security, network optimization, improving systems reliability, technical helpdesk, storage back-ups, IT procurement and technical installations. Key accomplishments: Handpicked to project manage the technical completion of all distribution warehouses within the organization - completed on time and budget. Achieved 99.99% server uptime. Technical expert

for the entire organization resolving 100% of issues escalated. Defined and introduced an IT ticket system, expediting resolution for all internal/external support. Analyzed and installed IT solutions for coworkers and partnered companies consistently within budget. FREELANCE/CONSULTING IT SPECIALIST, Nationwide January 2002 to November 2011 Operated nationwide for startup/existing small and medium-sized business - support included network infrastructures, server backbones, backup solutions, end user workstations, printing solutions, document management, email, WIFI, network security, Hyper-V and VMware. Key accomplishments: Facilitated bespoke IT needs for customers on time and within budget. Trained customers on Microsoft licensing and products. Provided self-sufficient IT solutions minimizing future technical support issues and associated costs.

Achieved 100% customer satisfaction. Skills ACTIVE DIRECTORY, CISCO, LAYER 2, OPTIMIZATION, TCP

Name: Julia Johnson

Email: mmorales@example.org

Phone: (401)902-3889