IT/EHR Specialist IT/EHR Specialist IT Specialist - River Valley Counselling Center Feeding Hills, MA Work Experience IT/EHR Specialist River Valley Counselling Center - Chicopee, MA June 2018 to Present -SQL queries / Pentaho Report designer - Create reports for EMR to extract data -Repair laptops and desktops- No vendor -Kali- Linux- Penetration testing -Digital forensics -CareLogic implementation and management (EMR/ECR) -Certified CareLogic system Administrator 3/22/19 -Travel to all School based programs and offices to troubleshoot IT issues- Springfield Schools/Colleges, Holyoke Schools and Colleges -Install networks in new offices, rack and mount, cabling, etc. -HIPAA, Security and policy -Google Suite -SQL, Python, Java and C#- Novice level programming -Ticket system -Weekly, monthly meetings and reports -Provide support for all users and issues -Active Directory -Web page admin -New staff orientations- Setting up new users- IT Manager/ Project Manager Guidewire-IT - Springfield, MA August 2017 to June 2018 IT for the entire organization-3 offices (Springfield, Pittsfield, Chicopee) -Active Directory -HIPAA and compliance/ Security -Work on large scale infrastructure projects. Blueprints and diagrams to map out IT network plans -Set up and wire patch panels, run Cat 5/ Cat 6, switches, etc -Create new users-set up computer/laptop, install all software, create email accounts -Repair laptops and desktops-Upgrade laptops and desktops -Remote desktop -Ordering and inventory(Equipment/Ink/hardware) -Order new computers to spec -Weekly meetings, monthly reports about progress and goals -Service 68 houses, 3 offices, 160 manager laptops-150 office staff computers -Office 365 (Word, Excel, Power-point, Onenote-Sharepoint-Outlook-Onedrive) -Shoretel / Mitel VIOP phones, user set-up and install -Meraki access points/ management -Anything and everything technology or closely related troubleshooting. -Supervise business accounts (Amazon/Staples Business/ Newegg) -Provide support for all users and issues -Ticket system -Manage Web page content-editing -Security- Secure individual computers and limit internet access -Handle waste removal (toner, broken equipment) -Photoshop CS6 -Troubleshoot Ricoh copiers- 4000-9000 series -Kali Linux- site audits-Scans-Pen testing tools -Updates, installs and upgrades -Setting up networks and workstations IT Project Manager/ IT Specialist I.T Solutions September 2015 to January 2017 Desktop support Traveling technician, troubleshooting network

issues, O/S issues (Microsoft) Hardware repair and replacement Creating backups for companies Remote desktop assistance Set up WAN networks Comptia A+ certified. Research and develop. Create proposals and mapping of intended IT infastructure. Set up LANs, Set up switches and wiring. Setting up SOP for businesses. IT/ Unit Coordinator U.C Health - Cincinnati, OH June 2012 to September 2015 Started position as a health unit coordinator. Promoted to IT All administrative duties for the hospital floor Assist patients and families Transport patients Order all supplies Make appointments Organize patient charts IT Troubleshoot issues with floor hardware and software Administrative Troubleshoot desktop and Mobil computers Printer issues. HIPAA compliance. Customer Service Representative/ IT assistant Valvoline call center - Cincinnati, OH June 2008 to 2012 CSR-call center, 150 calls daily -Filing claims for customers -Monthly CSR certifications - IT work, troubleshooting Mobil kiosks for instant oil changes Education BS Computer Engineering University of Cincinnati - Cincinnati, OH September 2012 to September 2017 Skills C# (Less than 1 year), Comptia (8 years), Customer Service (10+ years), RECEPTIONIST (3 years), RETAIL SALES (3 years), Desktop Support (8 years), It Specialist (8 years), Information Technology, Network Support, Army (2 years), Cisco, Computer Repair (10+ years), Help Desk (10+ years), It Project Management (3 years) Assessments Basic Computer Skills: PC Expert May 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/voz-otdlqteanfz6 Technical Support Highly Proficient July 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/xbvefoffexf5wkc5 Customer Focus & Orientation Highly Proficient July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/uuxtgjsqkbndtjso Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Skills Microsoft Office - 10+ Microsoft Windows 2000, XP, 7, 8, 10 - 10+ SQL- 6 months C# - 1 year CompTia A+ - 2011 -

Current (MaxTrain Mason OH) Typing 50 wpm + Printers-Copiers (Ricoh/Sharp) - 8+ Customer Service 15+ VOIP Phones 2 years Cell phones 10+ Digital Photography software (various) 10+ Digital Photography - certified 10+

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