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### Objective

Knowledgeable IT professional looking for a position with a company in the IT field where I can apply my management skills, and experience to further advance knowledge, and enhance the department productivity.

### Employment

#### **Implementation Specialist II Student Health Services.**

##### **North Carolina State University Jan 2019 – Present**

Provided technical support to faculty and staff (over 100 locations) in an effort to minimize the disruption of departmental operations due to a reduction in the availability or quality of IT resources. Technical support was provided with an emphasis on SDI standard procedures, (professionalism, team work, customer service, and an understanding of supported departmental operations, priorities, and the services that departments deliver to clients.) Fulfilled requests for standard IT services, such as event support and loaner equipment deployment. Implemented the discrete steps involved in transitioning predefined services into operational status, such as new device deployments. Contributed to the continuous improvement of Service Desk operations with proactive suggestions, documentation, knowledge sharing, and organizational feedback.

#### **Responsibilities:**

Determined and addressed the root cause of technical problems that occur on departmentally-purchased desktops, laptops, tablets, smartphones, printers, scanners, etc., in addition to campus software, such as MS Office and Adobe ect, or department-specific software.

#### **Setup, secure, and test computing devices and peripherals**

Added desktops, laptops, tablets, smartphones, printers, scanners, etc. campus network and configuration management system; installed and/or verified the automated installation of software; updated hardware drivers and firmware. Deployed computing devices that have been set up according to the needs of the user receiving the hardware. Deployment includes scheduling an appropriate time and location with the user and verifying access to software, file shares, and printers.

#### **Communicate with end users and other staff in DASA Technology Services**

Regularly and clearly communicated with end users regarding the status of their incident or request, both in person and through ServiceNow.

#### **Documentation**

Documented workarounds to commonly reports incidents. Documented internal procedures to troubleshoot common incidents and requests.

**Incident Management and Request Fulfillment:** Understand the business and programmatic needs of departments, the impact of supported services on academic success and student life, and the relationship of both to the IT services supported. Prioritized and diagnosed incidents and requests according to agreed procedures and departmental needs; investigated causes of incidents and seek resolution; Escalated unresolved incidents; documented and closed resolved incidents according to agreed procedures.

**Technical Troubleshooting:** Maintained and applied technical knowledge related to current operating systems (windows and Mac), campus-wide and department-specific software, and hardware peripherals such as printers and scanners.

**Systems installation/decommissioning:** Undertook routine installations and removal of items of hardware and/or software, including scheduling and handover to the end user; took steps to ensure that configuration management records can be updated.

**Communication:** Communicated clearly and adjusted communication style to inform end users and other members of the Service Desk Team on the status of incidents and requests.

**IP Address and Computer Management:** Assigned IP addresses and troubleshoot basic issues related to device network connections, and systems such as Infoblox, Active directory, SCCM, PLA, GPLI, among others.

## **MS Desktop Analyst P2**

### **Allscript at Northwell Long Island Jewish hospital health system June 2017 to November 2018**

IT Microsoft desktop support analyst for the largest health system in NYC, with more than 50k users in an AD environment with several domains.

Serve as a liaison between Northwell health and Allscripts, providing the highest customer service and satisfaction, solving day to day computer needs as they arise or are scheduled (Projects, incidents or change orders).

Working environment not limited to: Project management and work fulfillment, manage and upkeep network infrastructure, and security, manage and upkeep Microsoft computers and products, troubleshooting WIN7 and 10, Image installs, Active Directory, CA service desk management ticket system, Print server/queues, DHCP server, bomgar representative for remote assistance as well as remote control and remote desktop connection, support apps installations, citrix environment, vendor app installations and interaction, ITLS oriented, apps install ITweb or by server, Vlan/ dept oriented, Lan room patching /connectivity and troubleshooting, office 365, and much more.

- Analyze, modify information systems and processes

- Managed and solved Priority2 designated incident, project and smooth installs for delicate instruments, machines and robots

- Established new processes for new installed vendor application and equipment

- coordinator and IT solution for new hospital units

## **IT support engineer**

### **United Airlines EWR / apex and system soft inc. Contractor December 2016 to June 2017**

In charge of IT projects for 2 national and 11 international airports, Wan connectivity, VOIP integrity, End user refresh, Access point integrations, hire vendors, create scope of work.

- Travel: 90% of the time

- Lan room remediation and cable patching.

- Router, Switch installation and basic configuration

- Managed Vendor contract and scope of work per company guidelines

- Manage infrastructure network support for national and international airports

- fulfilled all desktop and infrastructure support for all assigned airports.

- Onsite Network manager for all projects life in all airports.

## **IT Supervisor**

### **Cary endocrine and diabetes center, Cary, NC December 2012 to November 2016**

- Managed EMR user interface, maintained network infrastructure, server optimization (windows

2008 and 2012).

- Built, installed, repaired, maintained computers, printers, vendor devices such as tablets and Bluetooth information receivers.

- Manage vendors Cable runs and maintenance
- Oversaw ISP negotiations, contracts, scope of work, installations and vendor access - End user computer literacy and support
- Managed information storage/backup maintaining adhering to HIPPA regulations.

### **Medical Lab Phlebotomy Tech and Team lead**

**Wakemed Cary Hospital, Cary, NC January 2013 to December 2016** Served as Team Leader for the inpatient and outpatient and ER phlebotomy department, leading the outpatient department to a 5 star award in patient overall quality of care and customer satisfaction, award presented by the Professional Research Consultants inc. (PRC) for the years 2014, 2015 and 2016.

- Phlebotomy competency check and new hire training, annual evaluations, performance improvement, interview of new candidates, initial assessment of new hired employees, policy enforcer, shift rotation and scheduling, dispute and problem solving, phlebotomy, inpatient accessioning.

- Assisted the IT department with various projects including: hand held PDA optimization and repair, tests compendium reconciliation.

- Stepped down to Phlebotomy Tech night shift position on March 2016 for planning for college.

### **Phlebotomist**

**IOP coordinator Laboratory Corporation of America (Labcorp) Raleigh, NC 8/2011 to 6/2013 -**

Performed venipuncture following SOP

- Specialty tests collection and accessioning expert

- Trained and managed support personnel

- Middle man between EMR and Labcorp's systems, providing smooth FNA results transfer

### **Specimen Processing Specialist/Department IT support**

**Labcorp at Nyack Hospital Nyack, Ny January 2005 to August 2011**

- Received the Friend of Nursing Award, award given to the highest professionals. - Offered support to the IT, Microbiology, Chemistry, and Hematology dept.

- Maintained and updated all computers in all departments

- Outpatient lab coordinator/Employee health lab relation assistant

- Performed phlebotomy for the inpatient and outpatient settings

- Process specimens for the inpatient Dept., as well as the Send out dept.

### **Phlebotomy Supervisor (office)**

**Apex house call phlebotomy services Yonkers, NY January 2004 – November 2004** -Supervised a group of 15 – 20 Phlebotomists

- Assigned routes, supervised accessioning of specimens, coordinate carrier pickups -Managed accounts

- Dispatched phlebotomists

### **Customer service support representative**

**Bendiner and Schlesinger Medical laboratories NY, NY January 1999 to January 2004** -Office lead representative for VIP accounts

- Answered heavy inbound call traffic providing excellent customer service and professionalism

- Order entry and accessioning of specimens
- Fax, copy scan upload and storage of PHI information.

#### EDUCATION

NC State University Raleigh, NC 2013 – 2014 -Security+, Network+ and windows 7 training course completed  
Lehman College Bronx, NY 2009 – 2011  
-CCNA Exploration: Network fundamental certification 2011 -A++ Computer tech by Cisco academy course completed  
Bronx Community College Bronx, NY 2009  
Medical Lab technology  
Medgar Evers College Brooklyn, NY 1998 to 2002  
59 credits towards an Associate degree in Biology

#### SKILLS

CCENT (Cisco certified) Interconnecting Networking Devices ID CSC012102026  
ASCP certified phlebotomist #25282426  
All certifications and letters of recommendation furnished upon request.