Vaniece Sumpter

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Professional Summary

Entry-level IT professional with an Associate's Degree in Applied Science in Information Technology. Skilled in troubleshooting, technical support, and programming with HTML, CSS, Python, and JavaScript. Strong background in system navigation, electronic medical record (EMR) systems, and customer-facing roles that required problem-solving under pressure. Seeking opportunities in IT support, help desk, or junior web development to apply technical expertise and grow into advanced roles in software engineering or cybersecurity.

Technical Skills

Languages/Tools: Python, HTML5, CSS, JavaScript, Git/GitHub
IT Support: Troubleshooting hardware/software, technical support, system administration basics
Applications: EMR systems, Microsoft Office Suite, ticketing systems
Soft Skills: Problem-solving, customer support, workflow optimization, collaboration

Projects

- Personal Portfolio Website – Designed and developed a responsive website using HTML, CSS, and JavaScript to showcase IT projects and resume.
- Python Task Manager – Built a command-line program to track and manage personal tasks, demonstrating programming fundamentals and problem-solving.
- Database Integration (Demo) – Created a simple database connection in Python to store/retrieve user data.

Professional Experience

Patient Access Representative | Cleveland Clinic, Canton, OH (Feb 2024 – Jan 2025)

- Maintained accuracy in electronic medical records (EMR) systems by updating and troubleshooting patient information.
- Resolved complex insurance and access issues, demonstrating strong technical problem-solving skills.
- Collaborated with IT staff to ensure smooth system functionality and minimize workflow interruptions.

Unit Secretary / Patient Care Technician | Piedmont Atlanta Hospital, Atlanta, GA (Jan 2023 – Nov 2023)

- Utilized hospital-specific computer applications to support patient care and system operations.
- Applied technical and organizational skills to manage digital records and facilitate communication across teams.
- Ensured confidentiality and integrity of sensitive digital information.

Customer Service Representative | Concentrix, Lithonia, GA (Jul 2022 – Dec 2022)

- Provided customer support through inbound calls, including basic technical troubleshooting of client systems.
- Documented and tracked issues, escalating technical problems when necessary.
- Delivered clear, step-by-step solutions to non-technical users.

State Tested Nurse Assistant | Wayside Farm Nursing & Rehabilitation, Peninsula, OH (Feb 2021 – Apr 2022)

- Adapted to new healthcare technologies to improve efficiency in patient care documentation.
- Collaborated in a fast-paced, system-driven environment requiring accuracy and reliability.

Education

Associate of Applied Science – Information Technology | DeVry University (Online, IL)
May 2024 – Present

High School Diploma | Bedford High School, Bedford, OH
Aug 2010 – Jun 2014