Adan Navejas

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Work Experience:
Koch Capabilities – Koch Global Services Wichita, KS
Application Systems AnalystJuly 2022 – Present

- Serve as a Scrum Master for Product Owners across the KGS IT Application Management Team.
- Continuously prioritize application issues and feature requests for product backlogs.
- Build acceptance criteria's for project stories and summarize progress in daily/weekly standup.
- Adapt Agile methodologies such as Kanban or Scrum to various products.
- Partner with Product Owners and relevant stakeholders to organize developer teams and review product vision, sprint planning, and retrospectives.
- Escalate issues/tickets to application vendor support services or related internal IT groups for resolutions.
- Monitor ServiceNow IT support queue across 80 and counting business applications.
- Implement documentation process improvements for knowledge base in ServiceNow.
- Serve as a power support user for GitLab and GitHub in the Kochsource Team.
- Analyze and report qualitative/quantitative data with product feedback metrics for the KochGPT AI product.
- Test and document application end user testing outcomes.
- Onboard new business applications by collecting technical/business goals to the Application Management space.
- Complete application upgrades and document steps via ServiceNow Change requests.
- Meet/communicate to other ASAs on knowledge discoveries across Koch enterprises.

Sedgwick County Health Department Wichita, KS
COVID-19 Application SpecialistAugust 2021 – Present

- Serve as a power user of electronic health records and laboratory systems.
- Work with software/application vendors support services with Zendesk or HEAT.
- Meet with assigned units, learn workflows, and needs, and how they fit the systems.
- Assist in the implementation of a portfolio of systems such as Athena Health, Automation Anywhere, QLess: Queue Management System to serve over 500,000 residents in Sedgwick County.
- Work within the Incident Health Command Structure (ICS).
- Communicate with other areas of the Health Department's COVID-19 response to coordinate activities and make improvements in processes.
- Assist with training and Application support of Public Health-related software for clinical teams.
- Develop Robotic Processing Automation (RPA) use cases across other departments.
- Submit monthly report data and other data requested by the deadline.
- Set up new users, remove users, and manages user permissions for portfolio applications including Active Directory.
- Learns the functions and operation of new software modules and methods for extracting/compiling data.
- Lead and manage multiple informatics projects for EHR Implementation.

Butler Community College El Dorado, KS
Web Services Tec-E September 2019 – December 2020

- Utilize JADU Continuum cloud-based Content Management System
- Complete user requests for web page modifications via Service Now request ticket
- Maintain organized data structures and work environment
- Multitask across multiple software systems & applications
- Educate self with programming languages and collaborate with developers
- Quality Assurance maintenance for multiple websites with guidance from SiteImprove Software.
- Develop and set up the work environment for databases using PHP/SQL
- Maintain front end-user experience via HTML/CSS

Service Desk Tec-EJune 2019 – September 2019

- Application Support and Customer Support for over 14,000 users across 8 college campuses in south-central Kansas
- Assist with Virtual Private Network (VPN) set up for users working from home
- Respond to all user calls & emails with professional phone etiquette & written communication skills
- Input I.T requests ticket tracking via Service Now Software
- Remote into computers to resolve incidents for users
- Work with Active Directory to perform password resets for student and faculty users
- Problem solve audio & visual classroom technology incidents
- Provide detailed documentation of all service desk calls and technological incidents
- Complete & follow up user I.T requests
- Troubleshoot, Isolate, & resolve technical problems

TargetWichita, KS
Guest AdvocateOctober 2019 – Present

- Maintain a clean work environment & ensure electronics are all secured

- Provide patience, empathy, and solutions
- Educate guests about the Target Application and loyalty programs
- Provide a welcoming experience for every guest
- Work with fulfillment services for online orders
- Process returns and exchanges in accordance with Target store policies
- Operate cash register and self-checkout transactions
- Effectively prioritize sales floor tasks
- Unload and distribute merchandise from the truck to home locations
- Zone assigned aisles and sort misplaced merchandise to related departments

International Translations Services Wichita, KS
Spanish Medical Interpreter April 2019 – October 2019

- Maintain verbal and written fluency in Spanish and English languages
- Maintain confidentiality via HIPAA regulations
- Translate all medical terminology between medical staff and patients
- Be punctual for all medical appointments and check-in with the receptionist
- Confirm medical appointments with patients prior to the scheduled time
- Provide Professional phone etiquette

Regent Park Rehabilitation and Healthcare   Wichita, KS
Medication Aide Preceptor June 2017 – April 2019

- Deliver superior skilled nursing care for over 40 rehabilitation and long-term residents
- Improve the quality of life of residents and assist with activities of daily living
- Administer medications under state law specifications and doctors' orders
- Monitor all residents' vital signs and report any adverse reactions to the charge nurse
- Use PointClickCare electronic health record system to maintain accurate documentation of medication and treatment administration
- Communicate with pharmacies for prescription refills/returns
- Assist with nurse aide & medication aide training
- Maintain confidentiality via HIPAA regulations

CVS/Pharmacy   Wichita, KS
Clerk RX December 2016 – June 2017

- Provide positive customer support
- Operate cash register for pharmacy and front store
- Unload and distribute merchandise from trucks
- Update weekly coupon/sale signage
- Maintain a clean work environment
- Sort merchandise to home locations

Skills:

- Certifications: Certified Nurse Aide, Certified Medication Aide, CPR/First Aid, Certified Phlebotomist, FEMA Certified, Certified Full Stack Javascript Developer
- Languages: HTML, CSS, SQL, JavaScript

Education:
Butler Community College   El Dorado, KS 2017 - 2020
Associate in Applied Science - Web Development