KION KAIMI

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|  | Summary  Workstation PC technician with over 5 years of experience leading projects, maintaining assets and providing support to an enterprise environment. Developed valuable interpersonal skills and extensive experience building rapport with clients and coworkers. Interested in devising a better problem-solving method for challenging tasks, and learning new technologies and tools as the need arises.  Skill Highlights   |  |  | | --- | --- | | * In-depth understanding of various operating systems * Computer maintenance and system imaging | * Programming knowledge in various languages * Ability to research and resolve problems quickly |   Experience  **Clinical Support Specialist I** - 01/2020 - Current  **Cleveland Clinic - Las Vegas, Nevada**  **Desktop Support Associate** - 05/2017 - 10/2019  **Kaiser Permanente - Corona, California**   * Provided day to day technical support at an enterprise level via ServiceNow. * Lead various projects to completion. * Utilized various programming languages to implemented new and/or better processes for tasks. * Played key roles in the completion of multiple IT related projects. * Developed extensive understanding of computer systems for efficient analysis and resolution of issues. * Managed thousands of assets with great accuracy.   **Intermediate PC Workstation Technician** - 09/2015 - 10/2016  **Kaiser Permanente - Riverside, California**   * Lead life cycle refresh project that completed the migration of +5,000 workstations. * Gained experience working on medical, pharmaceutical, and call center systems in fast paced enviornments. * Assisted with completion of tickets and projects. * Trained incoming technicians.   **Associate PC Workstation Technician** - 09/2014 - 07/2015  **Kaiser Permanente - Riverside, California**   * Deployed thousands of workstations for the refresh project. * Completed tasks and tickets via Remedy ticketing system. * Created and implemented a new process that lead to my team’s early completion of the refresh project. * Assisted other teams with completion of refresh project. |  |