**Alexander Mahajan**

alexmahajan55@gmail.com ❖ (717) 598-3609 ❖ Olde Hickory Road. Lancaster, PA 17601

**EDUCATION**

Computer Information Security Associate Degree ***Obtained May 2022***

Harrisburg Area Community College

Manheim Township High School Graduate ***Obtained May 2013***

**GitHub and Academic Projects:** <https://github.com/AlexMahajan/PortfolioProject->

**Professional Summary:**

Dedicated and skilled customer service and IT specialist with experience in providing proven exceptional customer service, technical assistance and support to clients, end-users, customers and stakeholders. Has experience as a business systems analyst in IT department and proven experience as a customer service representative with high volume calls to assist members, prospects, and customers.

**Skills:**  
- Customer service with answering high volume calls

- Experience with software such as Microsoft Teams, MS Outlook, Active Directory, Microsoft Office Suite, Office 365, Microsoft SQL Server, virtualization technologies such as Vmware and Hyper-V. Microsoft Power Bi, Microsoft Word, and MS Excel. Other includes Microsoft Access, Microsoft Dynamics 365, file shares, printers and scanners, remote desktop, vmware, command prompt, windows administration tools, task manager, map drives, servers and network devices, firewall, IIS, and various antivirus and malware protection software.

- Analyst skills such as data analyzing, entry, and collection. Knowledge with Microsoft Excel vlookups and pivot tables

- Technical skills include knowledge of operating systems such as Windows, macOS, and Linux. Networking such as TCP/IP, DNS, DHCP, VPN, and LAN/WAN.Hardware such as desktop, laptop, Chromebook repair, and printer and peripheral troubleshooting. Tools such as Remote desktop applications and ticketing systems. Scripting such as basic knowledge of SQL and Microsoft SQL Server

- Other skills include knowledge with Medicare, Medicare supplement insurance, health insurance, QuickBooks, payroll, sports medicine, sport medicine training, personal training, medical terminology, medical documentation, and patient care experience  
- Strong ability to multitask with difference software applications running at the same time  
- Ability and proven experience to work remotely and in any remote setting  
  
**WORK EXPERIENCE**

**Luminare Health 07/2024 – 05/2025**

***Customer Service Representative***

* Customer service assisting HOP (Health Options Program) and PSERS prospects and members get enrolled, troubleshoot any account related issues, billing, send documents and information packets, assisting members make payments, provide information about health insurance coverage regarding Medicare and HOP retiree supplement and advantage plans while protecting member privacy.
* Assisted employees with member account assistance such as common IT issues, MS teams and outlook issues.
* Updated excel and letter documentation about member insurance information and medical files.

**Windsor Mount Joy Mutual Insurance Company 07/2022 – 02/2023**

*Business Systems Analyst Ephrata, PA*

* Analyzing data from various projects, daily and weekly procedures, company departments, and stakeholders such as customers, policy holders, agent(s), and insurers.
* Data collection and entry with Microsoft Excel including v-lookup, pivot tables, and more.
* Customer service assistance with policy holders, insurer(s), and agent(s) with navigation of company website, user and password assistance and resets, billing, account linkage, transferring to different departments, and more.
* Crm use and management of company data and employees with Microsoft Dynamics 365.
* IT support and troubleshooting to users by resolving issues related to hardware, software, and network connectivity. Manage and maintain IT infrastructure, including servers, networks, and end-user devices.
* Execution of daily and weekly queries via Microsoft SQL Server. Types of SQL queries ran for example were left joins, inner joins, union operator, case expressions, updates, and more.
* Creation, documentation, resolving and closing of support requests with IT ticketing system App Center and One to One.
* Updating software, websites, creation and updating company employee guides, password and account resets for stakeholders and employees, setting up new employee work stations and laptops.
* Active Directory with creation of new user log in accounts, creation of groups and users, entity and user management, and resetting user passwords and unlocks.
* Configured and installed new computer systems and software applications.
* Documenting new policies and procedures and developing process flows for department.
* Troubleshooting VoIP phones, printers, monitors, docking stations, routers, modems, access points, switches, computer hardware, and physical components. Troubleshooting cable wiring and connections such as ethernet cabling, port(s), and network connections. Cat5/6 and phone cable installation, crimping, termination, and testing.
* Conduct regular system maintenance and updates to optimize performance and security.
* Implement and enforce IT policies and procedures to ensure system security and compliance.
* Consulting between different departments such as claims, underwriting, and processing. Knowledge of insurance terminology and how claims and polices interact. These policies included commercial, home-owners, dwelling fire, and mobile home, farmers, boating within the north eastern area of MD, DE, VA, PA, and NJ.

Software used: Windows 10/11. Microsoft SQL Server, Microsoft Power Bi, Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Dynamics 365, Active Directory, file shares, printers and scanners, remote desktop, vmware, command prompt/powershell, windows administration tools, task manager, map drives, servers and network devices, firewall, IIS, MyWin Business, Go Kinetic, App center ticketing system, SonicWall for VPN, and more.

**Groff’s Home Comfort Team HVAC and Plumbing 10/2023 – 02/2024**

*Customer Service Representative Willow Street, PA*

* Scheduling and schedule management of employee and plumbing technicians to go out to various job sites via Verizon Reveal.
* Providing customer service to customers, staff, property management groups with answering high volume calls, collection of customer issues and inquires, creation of job, water heater sales, de-escalation of upset customers, and assistance of company website.
* Other work included plumbing permits and applications, data entry, updating spreadsheets and guides, water heater sales, warranties, sage accounting billing, and more.
* IT troubleshooting for company employees.

**American College of Sports Medicine Personal Trainer 10/2020 - Current**

*Certified Personal Trainer Lancaster, PA*

* Assessment of client physical fitness, proper technique, exercise and isolation of muscle groups.
* Client physical training with free weights, cardiovascular, and aerobic exercise, etc. Review of client logs, goals, and updates.

**Lancaster General Hospital Penn Medicine 05/2017 – 02/2020***Nursing Assistant/CNA Lancaster, PA*

* Taking care of patients on cardiac telemetry unit. Take patient’s vital signs, blood glucose sugars, removal of iv site, patient repositioning, EKG analysis on patient, assist mobilization via walks, transfers and to and from bathroom.
* Assisting patients with eating, patient transportation, clean patients, and clean/operate addition equipment necessary. Monitoring heart rhythms. Patient/Hospital documentation on EPIC.

**CERTIFICATIONS**

**Certifications: -** Web3 School SQL Certified SQL Developer <https://verify.w3schools.com/1OKX2E8NCF> **Obtained February 2024**

- American College of Sports Medicine ACSM Certified Personal Trainer Certification number 1065401. ID Number 877379. **Obtained October 2020**

CPR Certified BLS provider number eCard 195504712694

In Progress: CompTIA Fundamentals + | CCNA | CompTIA Security +

**REFERENCES**

Upon Request