**Ayodele Lawal**

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**Objective:**

To secure the position of IT Support Analyst within the organization and utilize my technical expertise to provide excellent IT support services.

**Summary:**

Highly motivated and results-oriented IT Support Analyst with over 5 years of experience in providing technical support, troubleshooting hardware and software issues, and managing IT infrastructure. Possess excellent communication skills and ability to work effectively with cross-functional teams.

**Skills:**

* Proficient in Microsoft Office Suite, Windows and MacOS operating systems, Active Directory, and TCP/IP networking.
* Excellent troubleshooting skills and ability to solve complex technical issues.
* Strong communication skills, both verbal and written.
* Ability to work in a fast-paced environment and handle multiple priorities.
* Strong technical skills in troubleshooting hardware, software, and network issues in a healthcare IT environment.
* Excellent communication and interpersonal skills, with the ability to effectively communicate technical information to non-technical end-users.
* Experience working with healthcare professionals, clinicians, and IT teams to support clinical systems and workflows.
* Knowledge of healthcare regulatory requirements (e.g., HIPAA, HITECH) and ITIL best practices in IT service management.
* Ability to work independently and collaboratively in a fast-paced environment, prioritizing tasks effectively to meet deadlines.
* Experience with other clinical systems (e.g., Cerner, Allscripts) and healthcare IT applications is a plus.

**Professional Experience:**

**EPIC/IT Support Analyst (Experis) April 2022 - October 2024**

* Respond to end-user requests for technical assistance and resolve hardware and software issues efficiently and effectively.
* Manage the IT infrastructure including servers, switches, routers, and firewalls.
* Create and maintain user accounts, passwords, and email addresses.
* Install, configure, and update software and hardware systems.
* Desktop Support ( Windows 10, Windows 11, Microsoft Office 2016 and Gmail).
* Maintain inventory of IT equipment and supplies.
* Train end-users on basic IT procedures and best practices.
* Develop and implement IT policies and procedures to ensure security and compliance.
* Conduct regular system backups and ensure business continuity in case of disasters.
* Collaborate with cross-functional teams to troubleshoot and resolve complex technical issues.
* Provide remote support to employees in other locations.
* Provide frontline technical support and assistance for the EPIC electronic health record (EHR) system, including but not limited to modules such as EpicCare, MyChart, and Cadence.
* Troubleshoot and resolve user-reported issues and system errors in EPIC and other clinical applications, ensuring minimal disruption to patient care and clinical workflows.
* Serve as a subject matter expert on EPIC functionality, workflows, and best practices, providing guidance and training to end-users and IT support staff.
* Collaborate with EPIC application analysts, developers, and vendors to escalate and resolve complex technical issues and system enhancements.
* Assist with the configuration, testing, and deployment of EPIC system updates, patches, and upgrades,
* Following change management procedures and regulatory requirements.
* Document support activities, including ticket logging, resolution steps, and user communication, in the IT service management system and EPIC incident tracking system.
* Participate in the development and implementation of IT policies, procedures, and standards related to EPIC and other clinical systems.
* Provide on-call support as needed for critical EPIC system issues and emergencies, ensuring timely resolution and minimal impact on patient care.
* Stay current with EPIC software releases, updates, and industry trends, participating in training programs and professional development opportunities as necessary.
* Collaborate with IT teams and healthcare stakeholders to identify opportunities for process improvement and system optimization in EPIC and other clinical systems.

**IT Support Technician**

**Home Depot, Newark, NJ February 2018 - March 2022**

* Provided technical support to end-users and resolved hardware and software issues.
* Installed, configured, and updated software and hardware systems.
* Install and Setup Operating Systems.
* Monitored and maintained the IT infrastructure.
* Managed user accounts, passwords, and email addresses.
* Conducted regular system backups.
* Troubleshoot and resolve complex technical issues.
* Provide first-line technical support to end-users via phone, email, or in person, addressing hardware, software, and network issues promptly and professionally.
* Troubleshoot and diagnose IT problems, identifying root causes and implementing solutions to resolve issues in a timely manner.
* Install, configure, and maintain desktops, laptops, printers, and other IT equipment, ensuring optimal performance and usability.
* Install and configure software applications, including operating systems, productivity suites, and specialized business software, according to organizational standards and procedures.
* Assist with the setup and configuration of user accounts, permissions, and access rights, following security best practices and policies.
* Document support activities, including ticket logging, resolution steps, and user communication, in the IT service management system.
* Provide training and assistance to end-users on IT systems, applications, and best practices, promoting user proficiency and self-service troubleshooting.
* Collaborate with IT teams to escalate and resolve complex technical issues, ensuring effective communication and knowledge sharing.
* Assist with IT projects, including system upgrades, migrations, and deployments, as directed by IT management.
* Stay current with emerging technologies, trends, and best practices in IT support, continuously improving technical skills and knowledge.

**Education:**

Bachelor of Science in Computer Science

Ladoke Akintola University of Technology

Ogbomosho