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Shivangi Sen
MS Systems Analyst

SUMMARY

Highly motivated and detail-oriented systems analyst with 3+ years of experience in technical/customer support, Interfaces analysis and US Healthcare IT system, graduated in B.E CSE from RJIT Gwalior (M.P). I am proficient in customer relationship management. data migration, conversion, and experience in using remote software, tools such as HL7 soup, Secure CRT and RDP.

KEY SKILLS

- MS Outlook & Exchange
- Maintenance
- Online chat (Drift, Live-chat, Zen-desk)
- Remote Software (Team-viewer, Any-desk)
- Health Level 7
- JIRA and Confluence
- Service Now
- Monitoring Tools
- SOP and Documentation
- CRM Software
- Team Building
- Healthcare IT
- File Transfer System: GoAnywhere

PROFESSIONAL EXPERIENCE

MS Systems Analyst

Allscripts Healthcare Solutions, Inc

Aug '22 - Present
Pune, Maharashtra

- Providing L1 & L2 Support and acting as the Primary conductor for all vendor direct support requirements.
- Supporting the maintenance of existing interfaces for all our client facilities.
- Experience with **HL7 interface protocols** & ability to learn system functionality & workflow in depth.
- Troubleshooting knowledge for **HIS inbound & Outbound interfaces**.
- Understanding of preferred healthcare related application, terminology, patient care environments, service needs & priorities of patient care personnel.
- Identifying complex issues and taking ownership following appropriate escalation procedures.
- Adhere to SLA's document & maintaining current workflows.
- Created and maintained user account profiles and passwords **(using JIRA, RabbitMQ)** to facilitate company-wide security.
- Providing daily metrics related to support, maintenance, outages as directed by leads or otherwise.
- Attend staff meetings or other mandatory training enrolled by leads for me.
- Experience in working with a variety of different interfaces engines like **E-link, Open Link, RabbitMQ, Ensemble & HIE etc.**
- Working in a friendly team environment with cross functional leads to providing day-to-day assistance with Interface staff.
- Flexible & adaptable to work in **24*7 rotational environment** with dynamic situations.

- Self-motivated with the ability to set priorities, meet deadlines & manage changing priorities.
- Trained new employees and users to work with computer systems and programs.
- Offering direct engineering support for production related issues, while maintaining ticket resolution rate of 90%.
- Working on development and QA related issues.

Technical Support Engineer

SysTools Software Pvt, Ltd.   Jun '19 - Jul '22

Dwarka, New Delhi

- Installation, configuration & troubleshooting on their system if users were facing any issues.
- Worked with **US/UK/Canada/EMEA** clients by taking remote access of their machines.
- Had to take care of client escalation and follow up those matters to be resolved under technical team.
- Knowledge about **OWA** and mapping **EWS** settings to perform conversions also worked for G suite or Google workspace.
- Served effective solutions to customer queries related to the product and improved relationships with customers by anticipating the future requirements of customers, thereby ensuring positive customer feedback.
- Consulted via phone to understand user problems and ask probing questions to locate root causes.
- Provided real-time support to everyday users of **Data Recovery, Migration, and Conversion Software.**
- Identified issues and implemented appropriate solutions to deliver quick and effective remediation.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Provided technical support through **email, remote assistance, and online chat through drift** etc.

EDUCATION QUALIFICATION

Higher Secondary in PCM

kiddy's corner hr. sec school   Gwalior, M.P.

Percentage - 87

Bachelor of Engineering in Computer

Science   Gwalior, M.P.

Rustam ji Institute of Technology

CGPA - 8.9

Technical Skills

- Working knowledge in MS Outlook, MS Office, MS Exchange etc.
- Programming languages: C ++, Python Basics, OOPS concepts.
- Web Creation Tools: HTML5, CSS.
- Basic knowledge about UNIX, Linux Operating System.
- Incident management Tools: ServiceNow, JIRA, Zendesk.

HOBBIES

- Dancing
- Painting
- Watching horror movies
- Reading about new technologies in free time.

LANGUAGES

English, Hindi