

FRANCIS SUMAYOP

CONTACT

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EDUCATION

Expected Graduation May 2023
**Bachelor Of Science (B.S.) In Computer Science-
Concentration In Mobile Computing Candidate**
Lewis University, Romeoville, IL

McHenry County College, McHenry, IL

Awards & Honors

President's List •
Dean's List •

EXPERIENCE

May 2022 - Present

IT Desktop Support Intern

Northwestern Medicine, Chicago, IL

- Develops knowledge of operating systems associated with endpoint hardware platforms (Windows, OS X), telephony and telephony hardware, pagers, printers and multi-function printers
- Provides desktop hardware and software problem identification and resolution for all endpoint hardware and related equipment/peripherals
- Completes hardware moves and equipment replacements for all endpoint hardware and related equipment/peripherals
- Provides feedback and suggestions to the appropriate Information Services architecture teams on topics related to supported hardware and software standards
- Assists and ensure compliance with endpoint hardware and software standards (including delivery) as determined by the Information Services department
- Communicates with IS Service Desk and provide needed assistance to meet immediate customer needs
- Installs software on network or individual computers, laptops, or devices and sets appropriate access controls or authorities

March 2022 - August 2022

IT Operations Team Member Intern

Christian Brothers Services, Romeoville, IL

- Hardware deployment, upgrades, and support
- Setting up software, hardware, and server resources for new users
- Proactively resolve customer problems with about equipment and services
- Responds to requests for technical assistance in person via phone and remotely
- Document incident and resolution information

- Responsible for application support, configurations, installations, and troubleshooting

September 2021 - March 2022

Shipping Associates - Technical Services

Digi-Trax, Lincolnshire, IL

- Orchestrates routing by producing accurate shipping documentation and package labels.
- Monitors scheduled shipment dates to achieve timely delivery, expediting as necessary and communicating variances to customers.
- Pick orders, scan products and pack boxes.
- Responsible for providing clerical support in order to print and scan bar codes of blood cells.
- Reports and give assistance to the Director of Hardware support.
- Performs a variety of technical and support services.
- Uses and configures Zebra printers.

December 2020 - September 2021

Patient Services Representative

Northwestern Medicine, Wheaton, IL

- Provided exceptional customer service to patients.
- Used Epic Systems for everyday duties.
- Assisted patients in filling out patient history forms, consent forms, and payment forms, when necessary.
- Scheduled, rescheduled, and verified patient appointments.
- Answered and directed phone calls.
- Took copayments and compiled daily financial records.
- Practiced HIPAA privacy standards and ensured compliance with patient health information privacy practices.
- Applied administrative knowledge and courtesy to explain procedures and services to patients.
- Helped address patient complaints through timely corrective actions and appropriate referrals.
- Balanced deposits and credit card payments each day.
- Scheduled patient appointments using Epic Systems.
- Updated and verified patient information at every visit.
- Performed administrative and clerical duties, such as filing paperwork, when necessary.

September 2019 - December 2020

Administrative Assistant

Diamond Physical Therapy, Algonquin, IL

- Responsible for front desk duties
- Sorted and distributed office mail and recorded incoming shipments for corporate records.
- Responsible for administrative duties such as filing, typing, copying, scanning etc.
- Responsible for onboarding patients.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting patients.

January 2019 - August 2019

Rehab Technician

RehabCare, Bartlett, IL

- Transferred, moved and ambulated patients to and from departments with wheelchairs.
- Established collaborative relationships with patients through consistent and meaningful communication.
- Encouraged and attended to patients' physical needs to facilitate and attain therapeutic goals.
- Answered telephones and performed light clerical duties to maintain smooth operations while attending to various program needs.
- Protected patient and personnel safety by cleaning work areas and disinfecting equipment after treatments.

December 2017 - December 2018

Rehab Technician

Concord Therapy LLC, Wauconda, IL

- Helped develop care plans for patients with complex needs and assisted patients with using rehabilitation equipment.
- Communicated back to nurses and therapists regarding patient performance and condition.
- Transferred, moved and ambulated patients to and from departments with wheelchairs.
- Informed nurses and therapists of any requests from physicians, patients, and visitors.
- Established collaborative relationships with patients through consistent and meaningful communication.
- Transported patients to and from treatment areas using wheelchairs and assistive devices.
- Protected patient and personnel safety by cleaning work areas and disinfecting equipment after treatments.

October 2016 - June 2017

Perishables Assistant

Target, Lake Zurich, IL

- Assisted in building store displays, effectively implementing layout plans determined by district leaders.
- Opened cartons and priced items accurately, maintaining store shelves fully stocked according to tag allocations.
- Organized storage areas to maximize capacity, minimize product handling and satisfy temperature requirements.
- Unloaded, transported and stocked merchandise with commitment to optimal freshness.
- Arranged merchandise in optimum locations according to shelf allocation established by management, with focus on convenient customer access.
- Provided exceptional services and pleasant shopping experiences to retail customers.

ADDITIONAL SKILLS

- Python
- HTML & CSS
- Windows 10
- Microsoft Office
- Mac OS
- Nice Label
- Epic Systems
- Zebra Printers
- Baxter
- Hema-Trax
- HCL Notes
- VMware
- SCCM Deployer
- Bomgar
- ServiceNow

REFERENCES

Bryon Dwyer — Christian Brothers Services
Operations Supervisor Former Manager

Chuck Schulte — Diamond Physical Therapy
CEO Former Manager

mail Bryon.Dwyer@cbservices.org

phone (847) 845-3966

mail chuck@dptrehab.com

Jill Vezzetti — Northwestern Medicine

Practice Administrator Former Manager

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