RAJARSHI ROY

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SKILLS

Software Language: CSS, HTML, JavaScript, Python, Tableau and SQL.

Other Skills: OnBase, Remedy, Microsoft Office Suit, Agile, Photoshop, HTTPS, HIPPA, TCP/IP, Epic, Trello, Allscript, Dreamweaver, Illustrator.

Language: Proficient in English, Bengali and Hindi, Intermediate in Punjabi and Urdu.

EXPERIENCE

MOUNT SINAI HEALTH   January 2017- Present
IT Application Analyst I (OnBase / Patient Works)
- Communicates clearly and timely with clients, IT teams and end users.
- Reports to Manager and Coordinator on outcomes of all support and training sessions.
- Provide on-site support and train the end-users group training sessions, input for on-going development projects, training materials and data entry procedures.
- Working as part of a team, assists with training logistics of implementation of systems, following the software development life-cycle and standard project management methods.
- Define, plan, coordinate and obtain information requirements to support and launch new products and software releases.

RFCUNY DOE-DIIT, PS150Q   August 2015 – October 2016
IT Business Analyst
- Define project business requirements as well as in defining the IT solutions.
- Trained teachers and students about new technology and installed new software and smartboard technology school-wide.
- Maintain 60 classrooms inventories, kept track of the data entries of all the old and new pieces of equipment in classrooms inventories.
- Troubleshooting Macs and PCs, Ghosting Dell and Mac hardware, Smartboards, printers, confirmed that types of equipment are functioning.
- Provide assistance in use of technology request for technical assistance in person, phone, or email.

YORK CUNY, Library IT Help Desk   October 2013 – December 2015
IT Help Desk Technician
- Assisted students and professors with CUNY First, CUNY Portal, Blackboard, E-print, and Degree Works also troubleshooting their Laptop, Windows, Mac OS and Office 365.
- Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices.
- Responsibility for assisting all users with questions they have regarding basic application usage.

EDUCATION

CUNY YORK COLLEGE, New York   December 2015
B.S., Information System Management and Minor Communication Technology

HYLAND SOFTWARE, Software Training   September 2017
OnBase Certified System Administrator

INTERACTION ASSOCIATES, Return on Involvement   May 2018
Facilitative Leadership, Tapping the power of participation