# **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