Joseph A. Ortisi

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Technical Business Analyst

Technical Engineer | IT Service Management | Business Analyst

Multi-disciplined knowledge management professional with diverse Information Technology project execution experience. As a technologist, I have the proven ability to effectively gather information, quickly analyze and interpret, resulting in the delivery of strategic and innovative system and software solutions. As a leader, I am known for my ability to effectively build collaborative working relationships to drive project outcomes that exceed expectations, are delivered on time, and under budget. I am continually recognized by management and my peers as an effective multi-tasker, innovator, and team-player with dedication and focus toward delivering on projects while developing better, faster, and less expensive ways to operate.

- **Customer Service**
- **Analytics**
- **Problem Solving**
- **Cross-functional Leadership**
- **Process Mapping**
- **HIPAA Proficient**
- **Agile Project Management Methodology**
- **Knowledge Base Management**

Technical Proficiency: HTML web development | Networking | Desktop Deployment | Application Integration with Support | ServiceNow (London, Madrid, New York)

PROFESSIONAL EXPERIENCE

Essium, LLC | Troy, MI   **11/2020 – Present**
Technical Business Analyst - Implementations

Manage content provided by customers during implementations. This includes building mobile-friendly web-based forms to be completed by end users, as well as writing automation rules in the Xenqu system. Additional responsibilities to come…

Ascension Information Services | Troy, MI   **5/2015 – 10/2020**
Technical Engineering Analyst (01/2019 – present)
IT Service Management - Knowledge Management
Manage content of Ascension Technologies Knowledge Base and lead technology projects from inception through to production.

- Led upgrade of the ServiceNow application [New York release], including testing and validation of upgrade resulting in a successful upgrade inclusive of increased functionality with multiple assumption and divestitures of services.
- Served as the clinical application project lead to migrate local and national support to a unified national support function. Incorporated the various knowledge bases, as well as audit information through collaboration with the Application Support Team and the Clinical Response Center.
- Improved data quality for first responder reporting by audited documentation. The effort resulted in an improvement of the first contact resolution rate from 85% to 98%.
- Served as the lead to audit and upgrade the application knowledge base, effectively transitioning local multiple application knowledge bases to a national support model.

Technical Engineering Associate
ITSM Knowledge Management (8/2017 – 1/2019)

Managed contents of the Ascension Technologies Knowledge Base including creation, maintenance, and development of support articles.

- Oversaw the on-boarding of internal support and knowledge for newly acquired Presence Health: on-boarded the health system into Ascension's though partnership and collaboration with acquisition team: support included training on client service desk, facilitation of knowledge-gathering meetings, and building connections with resolvers. As are result of successful on-boarding, earned the Customer Service Excellence Award.
- Supported Knowledge Management team projects in coordination with other teams, locally and nationally, to ensure successful project execution.
- Implement the Application Support article structure, ensuring that every supported application had a corresponding knowledge article.
- Identified and implemented process improvements to clarify and simplify the Knowledge Base for users, resulting in a greater end-user satisfaction and increased efficiency of navigation.

Senior Service Desk Analyst\ Designated Technical Resource (11/2016 – 2/2017)
Support internal customers with computer application and hardware issues.
- Supported Service Desk projects in coordination with cross-functional teams to ensure successful project execution.
- Served as a subject matter expert; providing guidance and training to enable efficient customer issue resolution for calls.
- Served as first line of contact for Service Desk Analyst requiring assistance with troubleshooting or understanding of issues.
- Collaborated with the Knowledge Team to create and refine the knowledge base for Wheaton Franciscan Healthcare, as well as other Ascension Health ministries. Efforts resulted in well documented application documentation articles.

Service Desk Analyst (5/2015 – 10/2016)
Support internal customers requiring assistance with computer application and hardware issues.
- Performed level one troubleshooting; dispatching issues to resolver groups when further troubleshooting necessary, resulting in issue resolution with a percentage of satisfaction
- Supported the assumption of service for Wheaton Franciscan Healthcare (WIGLE) into the Ascension Information Services family, resulting in successfully setting up the new acquisition within the Ascension system.

Oakland University | Rochester, MI   **4/2009 – 4/2015**
Helpdesk - Oakland University Classroom Support and Instructional Technical Services
- Received and responded to trouble calls from professors concerning classroom equipment
- Set up audio/visual equipment for classes and special events
- Operated soundboards for special events and managed equipment needs

EDUCATION
Oakland University | Rochester, MI
Bachelor of Integrative Studies: Technology and Management
Minor: History