**John Paul Lagmay**5420 Saba Dr jjohnp5@gmail.com

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**SUMMARY OF QUALIFICATIONS**

**IT Support Specialist for USPI for 2+ years. Educationally experienced in multiple programming languages like Java, Python, SQL, HTML, CSS and JavaScript. Professional supervisor in the United States Navy for 4+ years. Worked as an emergency medical technician for 8+ years in the Navy. Proficient in customer relations management as a sales associate in the top 5 Nissan dealership in the country.**

**PROFESSIONAL EXPERIENCE**

**United Surgical Partners Int’l. (USPI) – IT Support Analyst (2014 – Present)**

* **Conduct hardware and software troubleshooting for roughly 330 surgical facilities in the US.**
* **Setup hardware and software for surgical facilities throughout US facilities.**
* **Installed and maintained hardware components of computers.**
* **Install required software for users in surgical facilities and hospitals.**
* **Provide high quality customer service to clients in the US and overseas.**
* **Maintain user accounts in Active Directory, Exchange, Cisco VPN and AdvantX programs.**
* **Perform basic maintenance and troubleshooting for Cerner applications.**
* **Train newer employees and create knowledge bases for future troubleshooting reference.**
* **Write scripts in AutoIT to speed up daily tasks.**

**UNITED STATES NAVY – Field Emergency Medic (2008 – Present)**

* Update health records paper wise and electronic wise for every medical related incidents of every marine.
* Coordinated appointments for patients to minimize time – related conflicts.
* Coordinated training exercises for 8 junior sailors for Dental equipment.
* Administer emergency medical treatments and record treatment and medical histories.
* Operate and troubleshoot medical devices to reduce downtime in patient care.
* Captured dental x-ray images for over 1500 Marines and Sailors.

**UNIVERSITY OF TEXAS at ARLINGTON – BA Interdisciplinary Studies (Graduated August 2016)**

* Studied Python and Java programming languages.
* Wrote GUI applications on both Python and Java Swing.
* Studied Database and SQL programming language and access them in a Java GUI application.
* Developed basic networking knowledge through educational courses.

**DON DAVIS AUTO GROUP – Sales Associate (2012 – 2014)**

* **Efficiently finding the automotive wants and needs of customers.**
* **Provide information about products to potential customers.**
* **Provide detailed instructions on how to operate automotive features.**
* Provide marketing presentations to potential customers.

**EDUCATION**

**U.S. Navy (2008 – 2009)**

* **Naval Hospital Corps School (2008) Specialized in basic health aide skills**
* **Field Medical Training School (2008) Specialized in field emergency care**

**University of Texas at Arlington (2010 – 2016) BA Interdisciplinary Studies**

**Focus in Business and Information Tech**

**PERSONAL STRENGTHS**

* **Able to work in team or individual setting.**
* **Working knowledge of Windows operating system.**
* **Excellent written and verbal communication skills.**
* **Knowledgeable in JAVA, HTML, Python, CSS and SQL programming languages.**
* **Self-taught in JavaScript, JQuery and AutoIT Scripting language.**
* **Working knowledge in Microsoft Office Suite.**