Help Desk Support Analyst

Lansford, PA

Authorized to work in the US for any employer

Work Experience

**Help Desk Support Analyst**

Lehigh Valley Health Network

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Allentown, PA

December 2017 to Present

Level 1 technical support in a 24/7/365 environment. Provides support to a wide variety of end-users, including physician's nurses, administrators and office personnel on a variety of issues including support of Epic and non-Epic software, hardware, security, network and assigned applications. Responds to telephone calls, email and personnel requests for technical support. Identify problem and root cause of problem, if possible, resolves problem if possible while end user is on the phone. Logs all calls in call logging system and ensures all calls not resolved in Customer Services are forwarded to the appropriate Tier 1.5 or Tier 2 personnel.

**Help Desk Support Analyst**

Kforce Inc at Lehigh Valley Health Network - Allentown, PA

January 2017 to December 2017

Consultant for Kforce working at Lehigh Valley Health Network. Moved to permanent position in December 2017.    
    
Robert Wood Johnson Physician Enterprise

**Clinical Analyst/Help Desk Support**

Robert Wood Physician Group - Somerset, NJ

November 2016 to September 2017

Testing, Documentation of workflows and other project information, Implementation support and maintenance of Allscripts Touchworks clinical system software. In classroom and onsite training. Interaction with clients and utilizes critical thinking and follow through when developing solutions to identified issues. Implementing and troubleshooting EPCS enrollment. Worked help desk when not on site.

**EHR Implementation Specialist**

St. Luke's University Hospital - Bethlehem, PA

July 2007 to November 2016

Work directly with physicians and staff to develop appropriate workflow and assist in meeting meaningful use and CQS measures. Expert experience providing helpdesk support as well as troubleshooting any areas of concern within the Allscripts application. Review and understand system options and specifications and utilize them to make recommendations on use. Train users on Touch chart (scan and sort application). Train and support regarding implementing charge in Allscripts. Trained office staff in collection of co-pays and balances through Phreesia pad. Rollout of Atlas and Charge entry and back-up Help desk support.

**Re-Sale Coordinator**

ADT Security Services - Allentown, PA

July 2004 to July 2007

Contacted previous users of service and encouraged them to pay past due balances and re-establish active connection using    
    
incentives and discounts on rates as allowed by company. Maintained past and current accounts database. Managed file room records and intern staff of four. Coordinated sales staff routes and availability.

**Account Specialist**

American Stock Exchange - New York, NY

June 1998 to June 2004

Receive and mail preliminary and final prospectuses to select clients. Post all information to American Stock Exchange website. Order deal plaques. Create Master files. Acquired trading symbols for new listings on the Exchange. Faxed and mailed press releases for each new deal. Maintain Resource Center.

Education

**Bachelor of Arts in Health Care Administration**

American Intercontinental University

2016 to 2021

**Associates Degree in Human Services**

Lehigh Carbon Community College

2010 to 2013

**Associates Degree**

Drake Business School

1988 to 2000

**Diploma**

Curtis High School

1985 to 1988

Skills

* Ability to work without supervision
* Attention-to-detail
* Citrix Director
* Communication skills
* Organizational skills
* Allscripts Touchworks
* AHA CPR Certified
* Phreesia payment
* Allscripts PM (basic skills)
* Patient care
* PMP
* Epic Password Resets
* MYLVHN Password Resets
* Ability to multi-task
* Knowledge of medical terminology
* Touchchart
* Ingenious Med
* EPCS
* Epic Cadence
* MS Office 365
* IDX/Centricity
* Active Directory
* Desktop Support
* Help Desk
* Service Desk
* VPN
* MAC
* Helpdesk Support
* Tech Support