

Nicholas A. Reed

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(801) 390-1514

SUMMARY OF QUALIFICATIONS

- IT Help Desk Specialist with nearly two years of help desk/application support experience
- Excellent customer service skills, accustomed to providing phone and face to face support
- Strong technical background in creating and resolving ticket issues
- Experience remotely installing software, upgrading desktops, and imaging of computers

COMPUTER SKILLS

- Languages: HTML, CSS, Javascript (jQuery, Bootstrap), Git
- Software: Some Active Directory, Microsoft SCCM 2012, Microsoft Office Suite
- Operating Systems: Familiar with Windows 7, 10

EDUCATION

Utah State University – Logan, UT, Graduation Date: May 2016

Bachelors of Management Information Systems

University of Utah Coding Bootcamp – SLC, UT, Estimated Completion: Dec 2019

Full Stack Web Development

EXPERIENCE

Intermountain Healthcare

Application Systems Technical Analyst June 2016 – Present

- Troubleshoot and track application issues over the phone and in person.
- Helped build out knowledge base by documenting issues and creating knowledge articles.
- Helped train physicians to use new EMR system (iCentra)

Intern/ Client Field Services, Riverton Hospital Sept 2015 – June 2016

- Image/ reimaged PCs, deploy PCs, remotely deploy software, manage user accounts in Active Directory
- Help track & order inventory, resolve trouble tickets, perform computer, network, and printer troubleshooting
- Work with team members to identify solutions and accomplish team and individual goals

Selecthealth Murray, UT

Claims Processor/ Health Benefits Specialist Dec 2013 – Aug 2015

- Processed Medicare medical claims and always met department accuracy standards
- Frequently received 100% on monthly claims accuracy audits

Deseret Mutual Benefit Administrators Salt Lake City, UT

Health & Financial Benefits Representative Oct 2006 – Sept 2013

- Coordinated the repayment of overpaid claims / Managed nearly 250 client accounts
- Helped complete the yearly reconciliation audit of 401K plan contributions
- Worked with multiple affiliated companies to maintain accurate savings plan contribution records

VOLUNTEER SERVICE

The Church of Jesus Christ of Latter-day Saints Santiago, Chile

Volunteer Representative Nov 2002 – Nov 2004

- Directed work activities of 8 missionaries

ACCOMPLISHMENTS

- ITIL Certified
- HDI Support Center Analyst Certification