Nicholas A. Reed
(801) 390-1514

QUALIFICATIONS

- Web development with an eye for creative and responsive web design
- 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

COMPUTER SKILLS

- HTML, CSS, Bootstrap, Javascript, jQuery, Git, Ajax, SQL, Mongodb
- Software: 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/ reimage 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

Contact Info

- Email: niccor83@gmail.com
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- Linkedin: www.linkedin.com/in/nick-reed-b294422b
- GitHub: https://github.com/niccor83

ACCOMPLISHMENTS

- ITIL Certified
- HDI Support Center Analyst Certification