Joseph E. Serrano Ramos

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Education

Udemy, Online – *Linux Operating System Mastery*   NOVEMBER 2022 - JANUARY 2023
Udemy, Online – *Front-End Development (HTML5/CSS3)*   FEBRUARY 2022 - MAY 2022
Udemy, Online – *Python Programming Language Developer*   AUGUST 2021 - DECEMBER 2021
Universidad de Puerto Rico, Arecibo – *BSc Microbiology*   AUGUST 2009 - DECEMBER 2014

Work Experience

HealthProMed, San Juan – *EHR Administrator*   JUNE 2022 - PRESENT
- Implementing and managing the EHR system for my healthcare organization
- Training staff on the use of the EHR system
- Ensuring data accuracy and security in the EHR system
- Developing and maintaining policies and procedures for the EHR system
- Collaborating with IT staff to ensure technical compatibility and performance of the EHR system
- Troubleshooting and resolving technical issues with the EHR system
- Performing regular audits of the EHR system to ensure compliance with regulations
- Providing ongoing support and training to end-users to maximize the system's effectiveness
- Interfacing with vendors and suppliers to coordinate software upgrades and hardware maintenance
- Staying up-to-date with industry regulations and standards to ensure the EHR system meets all necessary requirements.
- Run weekly reports within the EHR system and filter and gather data using python.

Intelligent Solutions PR, San Juan – *Helpdesk Technician*   DECEMBER 2020 - JUNE 2022

- Monitor a ticketing system and coordinate with the team to resolve them.
- Maintain and incorporate computers and related issues on a day-to-day basis in a workspace of 250+ employees.
- Help users understand the basic functionality of different technologies and incorporate better techniques for their understanding.

Project Experience

- Collect information for requests from a medical record database of more than 18,000 patients to then filter the data with the required criteria using python with the pandas library to then present the final analysis and provide a detailed explanation of the results.
- Research and understand the incorporation of Redhat Ansible in a computer and connect this workstation with other machines to send different types of commands such as automated updates and other maintenance tasks.
- Maintain and implement additional pages and resources to a local webserver to improve the infrastructure for users to access available links for the work environment.

Technical Skills

- Information Technology: ehr administration, system administration, help desk support, customer service, hardware, remote access, technical, troubleshooting, active directory, Manage Engine.
- Programming & Software (self-taught): python3, html5, css3, pandas, javascript, Microsoft Windows, Microsoft Office, Linux, macOS, Android, iOS.
- Soft skills: bilingual, patient, empathetic, focused, team-working, data analysis, critical thinker, research, respectful, disciplined, communication skills.