Joseph E. Serrano Ramos

1511 PASEO DELTA, TOA BAJA, PR 00949 | (787) 231-2269 | JOE.SERRANO.R@GMAIL.COM | niinjoe.github.io/Resume-Website/

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

- Implement, manage, and optimize electronic health records (EHR) system for healthcare organization
- Conduct comprehensive training sessions to familiarize staff with EHR system usage
- Ensure data integrity, accuracy, and security within the system
- Develop and enforce policies and procedures to maintain efficient EHR workflows
- Resolve technical issues and provide prompt support to end-users
- Collaborate with vendors and suppliers to coordinate system upgrades and maintenance
- Stay abreast of industry regulations and standards to ensure compliance
- Deliver ongoing support, guidance, and training to maximize EHR utilization
- Foster effective communication and collaboration with cross-functional teams for issue resolution and system enhancements.
- Develop different sorts of Python scripts to generate reports on a day-to-day basis, and configure them for automatic use of end-users
- Integrate the use of chatGPT for daily tasks and generate different types of scripts or automation tools or as an educational resource

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 daily 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 filter the data with the required criteria using Python with the pandas library to 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 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 thinking, research, respectful, disciplined, communication skills.