

Stephanie Murphy

QA Technician- Medical Answering Services

Syracuse, NY 13205

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

QA Technician

Medical Answering Service - Syracuse, NY

June 2020 to Present

Conduct tests on computer software programs to make sure the programs perform properly and are fairly easy to use
Perform manual and automated testing, analyzing, and recording related results
Review end-user notes for accuracy of implemented operations descriptions

System Associate

Medical Answering service - Syracuse, NY

March 2018 to April 2020

- Added newly approved transportation vendors to MAS system.
- Entered transportation types & transportation vendors for pending trips.
- Maintained county matrixes with correct procedure codes and fees.
- Created user groups & usernames for new users, both internal & external. • Created rules for transportation types when applicable.
- Maintained Keri door, ID badge access database.

Customer Service Representative

Medical Answering Service

May 2017 to March 2018

- Answers incoming customer calls regarding Medicaid billable trips and concerns
- Responsible for maintaining a high level of professionalism with clients
- Update customer information in the database during and after each call
- Work with the management team to stay updated on medical knowledge and be informed of any changes in company policies.

Desktop Support Technician

CompuCom (contract position)

2016 to 2016

- Hardware, software, and networking troubleshooting and repair.
- Diagnosing and repairing Windows desktop and laptop.
- PC peripherals repair and troubleshooting
- Provided support to users to diagnose, troubleshoot and resolve related problems.
- Setup, configure, install and support all PC equipment and peripherals

IT Support Technician

Advanced Motor and Drives (Contract position)

2015 to 2015

- Supported Windows OS - enterprise environment - desktops/laptops/other PC peripherals
- Hardware and software support
- Active directory
- configuration of desktops, laptops, and network systems
- Performed Help Desk support to Admin, staff, employees and customers daily
- Set up users and emails
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine nature of problem.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Applied settings
- CAT 6 cabling
- Network issues
- Renamed systems and joined the domain
- Mapped locations on the network drive

Computer Technician

Professionals Incorporated

2013 to 2014

- Interacted with field service technician, lead supervisor and customers via email and phone
- Imported, decoded and processed data
- Provide technical assistance and support for incoming queries and issues
- Utilize call tracking software
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.

Help Desk Support Technician

Sutherland Global Services

2010 to 2010

- Troubleshoot, researched, diagnosed, configured, and resolved technical issues
- Removed viruses, spyware, adware and malware on PC's remotely
- Recruited and phone individuals and set up interviews
- Edited information into database

Information Technology Specialist

Tully Hill Chemical Treatment Center

2008 to 2009

- Applied settings on various office systems
- Answered multi phone lines
- Created and organized trainings on Microsoft Products in groups of 6-7 employees
- Mapped locations on the network, Helpdesk support to staff and maintained hardware

Education

Associates in Information Technology

Bryant and Stratton College