

Vilma Hernández
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I am a diligent, hard-working and proactive IT support analyst, with extensive customer service experience, in-depth desktop support skills, combined with broad general IT knowledge. Positive and highly ambitious professional seeking an opportunity to develop, eager to learn and willing to be challenged. Looking to work with a successful and dynamic company that offers room for progression.

Experience

Panda Clinical Portal Systems Manager

University Hospitals Sussex

September 2018- Present

- Part of integration and development team
- Working closely with Healthcare Professionals scoping and collecting information for new requirements
- Creating new patient referral forms and databases for the online clinical portal
- MS SQL and basic queries
- Creating new groups and accounts in active directory
- Support for all queries, call log and escalation of issues

Application Support Analyst

WAERsystems

February 2017- September 2018

- Root cause analysis, identifying problems, call log and escalating issues to 3rd line/developers.
- Participate in the implementation, backup or roll-back plans
- Assisting with testing and identifying bugs
- Carry out upgrades, maintenance and fixes
- Postgres SQL- Basic queries and analysis
- Deployment using Apache Tomcat
- Working in an agile/scrum environment

ICT Support Analyst/1st and 2nd line Support

Brighton & Hove City Council

April 2008- February 2017

- Hardware support / Re-image and rebuilding Dell PCs and laptops
- Hardware repairs, Software Installation and SCCM
- Basic network support and patching
- Escalating issues to Infrastructure and other teams
- Supporting Windows XP/7 and Office 2007/2010 migration roll out
- Dealing with users by telephone, email, face to face and remotely
- Active Directory: creating new accounts and amending rights
- Sophos Pure Message- Antivirus and antispam protection
- Console basic support for Sophos Antivirus and Citrix
- Becrypt Disk Protection- Encrypting pcs and laptops, and working with becrypt console
- HTML –assisting in creating online forms
- Veeam – Backup and restore

Multilingual User Support Analyst, EDM User Support

Novartis

November 2006- April 2008

- User support to site personnel and international (Spanish speaking) staff using EDC software for the conduct of global clinical trials.
- Dialup/broadband connection settings, connection and troubleshooting
- Network problems for VPN connection and clients to Citrix servers
- PSQL/Toad to retrieve information from clinical trials database
- Remote support software (Symantec Pccanywhere and windows remote assistance)

ICT Service Desk Operator

East Sussex County Council

April 2005 – October 2006

- 1st line and IT support requests for all East Sussex.
- Resolving client PC hardware / software faults
- Remote access (VNC) and basic usage of Active directory.
- CISCO IP Telephony (Training ESCC staff on the usage of the telephony)

Education & Certificates

- **Information Technology Infrastructure Library (ITIL)** Foundation Certificate v3
- **Bsc – Administration & Computer Science**
Private University of San Pedro Sula (Honduras, Central America)

Skills

- SQL
- HTML
- CSS
- JavaScript
- Corel

Languages: Fluent in English and Spanish

Interests: Taekwondo, Capoeira, martial arts, gym, travelling and learning languages