

PATIENT ACCESS REP

Summary

Dependable Computer Application Analyst, with comprehensive experiences diagnosing and troubleshooting Network, hardware and desktop issues; tracking and evaluating IT infrastructure incidents; and diverse industry experience in health care and government. Expertise includes systems applications, technical helpdesk experience, information protection analysis, On-call experiences and troubleshooting in distributed multi-tier environments. Advanced skills using Epic medical software to register patient and train doctors and nurses on inputting medical information into the Epic system

Accomplishments

- Epic Pelican Project team member for LSU Medical Science Center .
- Domain system at FMOL Health System combined
- Worked with the Epic software Go-Live team to troubleshoot
- Acted as the lead Application Analyst for LSU Medical Science

Experience

Patient Access Rep 03/2015 to Current Company Name City , State

- Responsible for obtaining complete and accurate demographic
- Enters data in computer thoroughly on patients..
- Notifies patients of co-payments, deductibles or deposits.
- Train new employees on how to navigate Epic software.

Geek Squad Consultation Agent 06/2014 to 03/2015 Company Name City , State

- Diagnosed and Resolved clients computer problems
- Upgraded hardware/software on clients computers
- Knowledge and skills of Microsoft Operating Systems.
- Removed viruses and malware from clients computers

Technical Support Specialist 09/2013 to 12/2013 Company Name City , State

- Demonstrated advanced product knowledge with AT&T products.
- Open and manage trouble ticket system for all issues.
- Patient, courteous and friendly with customers at all times..
- Abide by and supported management directives.

EHR Application Analyst 10/2011 to 03/2012 Company Name City , State

- Worked closely with the medical staff to assure Epic access.
- Supported End users locally and remotely with technical issue.
- Worked with the Epic go-live team and staff to implement Epic.
- Troubleshoot any issues that arise, assured all interfaces work.

Computer Analyst 02/2009 to 12/2011 Company Name City , State

- Provided primary technical support to over 5,000 staff.
- Trained employees and updated new training documentation.
- Setup new accounts for the doctors and employees.
- Strong clinical back ground using Electronic Medical Records

Computer Asst/Functional Adm. 06/2001 to 03/2007 Company Name City , State

- Resolved computer desktop and laptops issues.
- Knowledge and skills using Remedy and FootPrints.
- Led the team morning meeting to update IT management team.
- Recommended new software to management as needed.

Education

Bachelor of Science : Computer Information Systems Telecommunication Systems Support 2008 Tulane University City , State , USA

Associate of Science : Computer Network Engineering 2002 Delgado Community College City , State , USA

Military

- United States Navy (Veteran) Honorable Discharge

Technical Skills

System Software: Adobe Dreamweaver, Skills monitoring daily production runs, for technical support, (i.e., disc backups, database verifications,

statistics reports. Performed complexity installation and maintenance of software. Skills in Electronic Medical Records, Adobe Flash, Help Desk software, HTML, IIBM Mainframes, Access, Excel, Microsoft Office, Microsoft Operating Systems, PowerPoint, Word.

Network Support: Installed and provided day-to-day end user support of local area network by identifying, analyzing, testing and correcting program, machine, data, or procedural problems. Researched, tests and document network (LAN/WAN/Enterprise) operating system, application software products, and peripheral hardware. Installs software and hardware in order to manage, monitor and support extensive computer network. Assisted in monitoring performance and efficiency of an enterprise network, understand protocols TCP/IP. Active Directory.

Database: Epic and IBM Database programming skills, documentation, HTML Website Design, trained professional and users on the system, document programming efforts, Maintenance utilities, performed system programming support to run jobs and troubleshoot issues. storage area networks skills,

Communication Skills: Excellent verbal and written communication skills with emphasis in customer support, including experience handling difficult customers and conflict resolution. Excellent interpersonal skills and the ability to work collaboratively in team environment. Capable of seeing and managing project through from start to finish. problem-solving skills.

Certification: Candidate Project Management Professional (PMP)