

A Dedicated IT professional skilled in Cisco routing and switching with a background in clinical healthcare, IT technical support and equipment installation offering an extensive experience in client-facing, email, and phone customer service with a strong inclination towards customer satisfaction.

WORK EXPERIENCE:

INTERMOUNTAIN HEALTH

Lenexa, KS

Technology Analyst Associate (Data Center).

September 2022-Present

- Rack and unrack servers and cabling, install upgrade/replacement server parts
- Update data center inventory documentation and knowledge-based articles
- Monitor enterprise network on SolarWinds
- Create tickets/escalations with relevant teams via ServiceNow
- Coordinate major incidents technical bridge
- Send site and enterprise-wide technology communications through Everbridge

CERNER CORPORATION

Kansas City, MO

Solution Analyst

June 2021 – September 2022

- Provided outstanding tier II customer service via phone and email in solutions support
- Investigated and resolved clients' issues while adhering to SLA
- Escalated issues to tier III accordingly
- Attained new hire annual productivity goals within the first six months

GENESIS REHABILITATION SERVICES

Olathe, KS

Physical Therapist Assistant

July 2020 – February 2022

- Instructed patient in therapeutic exercise and educated families on plan of care
- Trained nursing staff on safe lifting and transfers of patients
- Collaborated with interdisciplinary clinical staff to improve patients' health outcome
- Accurately and consistently documented patients' treatment and outcomes

PROMISE HOSPITAL OF OVERLAND PARK

Overland Park, KS

Physical Therapist Assistant

March 2012- July 2020

- Implemented patients' plan of care in physical rehabilitation and discharge planning
- Participated in patients' safety committee with over 10% decrease in falls year over year
- Utilized good interpersonal skills in building working relations with all stakeholders
- Performed some of rehabilitation director's roles in their absence

EDUCATION:

MIDAMERICA NAZARENE UNIVERSITY

Olathe, KS

Bachelor of Arts in Applied Organizational Leadership

January 2018- May 2019

METROPOLITAN COMMUNITY COLLEGE

Kansas City, MO

Associate in Applied Science Physical Therapist Assistant

August 2009- May 2011

LICENSE:

KANSAS STATE BOARD of HEALING ARTS

Topeka, KS

Licensed Physical Therapist Assistant

August 2011 -Present

Cisco Certified Network Associate (CCNA).

January 2024

SKILLS

Basic SQL

Intermediate Excel

Basic Python with on-going learning

TCP/IP, Vlan, DHCP, DNS, NAT, Subnetting, Routing protocols