

## **Summary**

IT Field Services Technician Tech II; with 16+ years of experience in various computer operating systems, applications, and hardware. Analytical and proficient at resolving complex network issues. Critical thinker who addresses customer support issues and constantly goes above performance standards to assist coworkers and end-users.

## **EDUCATION**

**Southern New Hampshire University**  
*BS. CIS BS Computer Information Systems*  
GPA: 3.6 | Dean's List | Honor Roll

Manchester, NH  
Expected April 2023

**Berks Technical Institute**  
*Associate Degree in a Specialized Technology* in Network Internet Professional July 2007

- Windows NT / Software Applications 1 / A+ Certification Prep / Network Plus / Operating System / Windows System / PC Installation & Configuration / Professional Development.

## **SKILLS**

### **Computer Skills**

- Proficient with MS Office 2007/2010/2013 (Word, Access, Outlook, PowerPoint, and Visio)
- TCP/IP configuration
- Microsoft Windows 10
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### **(NSA) Notary Public & Notary Public Signing Agent**

- *Notary Essentials Completed Certification: 04/30/2021*
- *Signing Agent Annual Training Completed: 04/30/2021*
- *NNA Background Screening 04/22/2021*
- *National Notary Association | Certificate of Completion on How to Prepare*

### **Soft Skills**

- Teamwork
- Leadership
- Flexibility
- Problem-solving
- Excellent communication skills
- Organizational skills

## **EXPERIENCE**

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**Reading Hospital (Tower Health), Wyomissing, PA**

2008 – Present

***IT Field Services Tech II***

- Delegate duties as assigned which are inherent to the position of IT Field Service PC Support Technician II
- Computer hardware, Software Support
- Complete projects on time
- Access Management and Inventory
- Make jacks live to set up new equipment in new office spaces
- Create and assign IP address
- Support Computer Systems (Local & Network) Printers, Signature Pads, Fujitsu Scanners, and Credit Card Machines
- Mentor and help other technicians when the manager is not present
- Managed On and Off-site EPIC go-live, including supervising and assigning tasks to temporary employees
- New offices set up project management
- Inventory management (Active Directory & SCCM)
- Enhance the maturity of the IT Knowledge Base by contributing and publishing articles in the ServiceNow Knowledge Management System
- Prepare, shipped, and assisted remote users over the phone and or in-person training with their equipment installation and VPN (Connection)

**Reading Hospital (Tower Health), Wyomissing, PA**

2008 – 2019

**IT PC Support Specialist / (Temporary)**

***IT Field Services Tech I***

- PC preparation, configuration, and deployment
- Manage multiple departments IT needs
- Install and configure printers, scanners, and new software
- Design and install new departments with minimal or no supervision
- Organize new project equipment for efficient deployment
- Supervise and instruct temporary employees
- Maintain and upgrade computers and related equipment

***Notary Public***

2015 – Present

*Pennsylvania Commission 08/11/2020 – 08/30/2024*

***Notary Public & Notary Public Signing Agent Notary***

- Receipt and print loan documents
- Processed loan documents, reviewed, and corrected errors in the record before signing and notarized
- Conducted loan signings for borrowers and notarized documents such as loan applications, promissory notes, and deeds of trusts
- Reviewed loan documents for completeness and compliance with state and federal regulations

- Meeting the signer and notarizing their signature and loan documents
- Returned loan documents for processing promptly

### ***Tax Preparation***

2022 - Present

- Authorized IRS e-file provider
- Electronic Return Originator

### **Certificates**

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- Foundation Of Leadership Certificate (NSLS) (2021)
- Project Management Foundation (2021)
- Project Management Foundation: Teams (2021)
- Project Management Foundation: Requirements (2021)
- Microsoft Teams Essential Training (2021)

### **Awards and Certifications**

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- The National Society of Leadership and Success (NSLS)
  - Advanced Leadership Certification (2021)
- The National Society of Leadership and Success (NSLS)
  - Executive Leadership Certification (2021)
- Southern New Hampshire University
  - Recognition of Outstanding Academic Achievement Dean's List Winter (2022)
- Southern New Hampshire University
  - Recognition of Outstanding Academic Achievement Dean's List Summer (2022)
- Southern New Hampshire University
  - Named to Southern New Hampshire University's Fall 2022 President's List (January, 13<sup>th</sup> 2023)

### **Languages**

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- **Spanish**
- **English**

### **REFERENCES**

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- Upon request