KENNETH THOMAS

**6 Poinsettia Drive Apt 1**

**West Terrace St. James**

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**SKILLS**

 **Hardware: IBM PCs and Compatibles, MAC Systems, HP laser and inkjet printers, CISCO Routers, MUXs, Dec Bridges and Hubs, LAN/WAN Servers, Rolm CBX 9751, Phone Mail system, and Wireless Laptops**

**Software: EPIC Certifications, Prelude, Grand Central, GE Centricity, cEMR, WIN10, WIN2K, WINXP, WIN Server 2019, WIN98, WIN95, WP 8.0, Office 365, Office 2000, Office XP, MAC OS X, MAC Server Tiger, Snow Leopard, Active Directory, MS Exchange, ArcServ, Open VMS 7.1, 7.2, LAN/WAN, TCP/IP, DNS**

**Ticketing: Remedy, Service Manager**

**EMPLOYMENT**

**Parachute Film Studios February 2023 – March 2023**

**Grip/Electrical Warrens Industrial Complex**

* Assist in cable runs and lighting setup.
* Assist with generator setup and cable hookup.
* Setup and breakdown of all electrical equipment at beginning and end of shoot

**Montefiore Information Technologies March 2008 – February 2020**

**Senior Systems Analyst Yonkers, NY**

* Function as a liaison between Montefiore IT and CIS end users to provide timely availability to end users.
* Incorporate improvement and new designs into existing workflow models in collaboration with administrators and teams, ensuring that solutions meet business and technical needs.
* Assist Project Manager with project development and liaise with stakeholders.
* Work with PM to ensure goals and timelines are achievable by assisting with asset management.
* Scheduling meetings with analysts to ensure deliverables are achievable and outline timelines for same.
* Discuss any concerns analyst may have and work on solutions for same.
* Bring concerns and possible solutions to PM for consideration.
* Troubleshoot over-the-phone with assigned tickets and resolve client issues.
* Daily management of our group’s Remedy program queue and assisting manager on assigning proper work orders to our analyst.
* Assigned 24 hr. On-Call Pager for seven-day duration on assigned dates.
* Responsible for the ongoing support and troubleshooting of CIS system and workflow issues including providing on call support.
* Provide on-site upgrades and support Montefiore Hospital and its remote sites.
* Provide remote support to satellite locations and users.
* Setup and tested 500 plus devices before transition. Resolved any issues before Go-Live
* Supported Go-Lives with over 5000 users and 1000 plus devices.
* Involved in the development of QA procedures for production installations.
* Carried out specific QA testing of new software upgrade to ensure report printing, print routing and other printing procedures were configured correctly.
* Supported users during upgrade to new version of software and handled problems as they arose to keep user inconvenience to a minimum.

**CCT Solutions May 2005 – March 2008**

**Clinical Software Trainer/Instructor New York, NY**

* Participated in the implementation of Meditech Magic at Chilton Memorial Hospital and Valley Hospital

 in New Jersey

* Train Nurses and PCAs in the use of Meditech Magic CPOE and eMAR softwarein a classroom setting.
* Provided support of the ED and CPOE modules to Emergency Room staff during critical situations ensuring little or no lapse

in patient care

* Worked with nurses and doctors on the units to ensure workflow and patient care was not impacted by

the roll-out of Meditech Magic while supporting Documentation and CPOE modules.

* Assist in trouble shooting and problem solving during initial Rollout and Go-Live
* Participated in the implementation and support of IDX Carecast throughout the Continuum

Hospitals in New York City and Brooklyn

* Train Providers, Nurses and PCAs on the use of Carecast on Desktops and wireless laptops
* Assume Team-Lead role and provide support for on the floor trainers during the Go-Live
* Provide support for IDX Carecast in the Operating Room, Ambulatory Unit, Psychiatric Unit

and Hospice Unit during standard shifts

# K&J Consulting November 2003 - May 2005

**Lead Technician New York, NY**

* Perform PC Rollouts for Xerox Global Services Customers
* Provide Helpdesk Support through Internet ticketing system.
* Resolve customer and end-user issues in a timely manner.
* Update ticketing system and close tickets within given SLA times
* Provide software and hardware training to end users.
* Provide ongoing PC and network support to clientele.
* Diagnose and repair PC and network issues.
* Diagnose and solve Printers, Copiers and Multi-Function devices issues.
* Install and configure Servers, hardware and software and provide training on same

# Fort Washington Collegiate Church Nov 2001 - September 2002

**Computer Instructor New York, NY**

* Instructed adults in basic computer use and assisted them in overcoming their fear of computers.
* Instructed them in the use of MS Office i.e., Word, Excel, PowerPoint etc.
* Taught beginner, intermediate and advanced courses.
* Assist in the preparation of resumes.

## EDUCATION

1. Associate Degree Accounting NYU
2. Certificate Computer Operations/Networking Albert Merrill Technical College
3. Grand Central/Prelude Certifications EPIC

**REFERENCES**

* **Roger Moore** Parachute Film (246) 262-5349
* **Pete Torres** Montefiore IT (646) 371-0117