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BRENT EDWARDS

EDUCATION

- | | |
|---|-----------------|
| Flagler College | Tallahassee, FL |
| <ul style="list-style-type: none">▪ B.A in Business Administration.▪ Graduated Magna Cum Laude with 3.74 GPA.▪ Received Business Departmental Award for Academic Achievement.▪ CompTIA A+ certification. | |

EMPLOYMENT

- | | | |
|--|--------------------------|-----------------|
| 2016 | Florida State University | Tallahassee, FL |
| <i>Technology Specialist</i> | | |
| <ul style="list-style-type: none">▪ Provides management and maintenance of computer applications.▪ Works within the PeopleSoft environment using Student Central and other related applications to update academic plans, student identity and access information, and degree information to ensure they show properly within Slate.▪ Testing updates via QNA and Test environments.▪ Preparing SQL statements for business analysts when updating academic rollovers.▪ Provides end user technical support for both hardware and software.▪ Trains users in proper use of hardware and software. Customizes software to meet user needs.▪ Coordinates all application development for the Offices of Admissions, University Registrar, and Visitor Services.▪ Tests, debugs, and troubleshoots new and modified systems.▪ Monitors system performance and equipment capacity requirements.▪ Conducts inventory of equipment as required.▪ Coordinates the testing teams comprised of subject matter experts.▪ Web design for management team via creating and maintaining web pages, SharePoint, and other web projects.▪ Provides technical support at meetings, conferences and other events.▪ Design, development, and implementation of internal integrated computing solutions.▪ Provides management and maintenance of academic structure in coordination with Registrar and Institutional Research based on updates made to the Degree Program Inventory.▪ Microsoft SQL Server Management Studio admin.▪ SharePoint management. | | |

2015 HCA North Florida IT&S Division Tallahassee, FL

Senior Service Desk Analyst

- Provided identity and access management to Southeast region of HCA hospitals.
- Trained and on boarded new hires.
- Monitored domain and local group policies.
- Recommended, scheduled, and performed software and hardware improvements, upgrades, patches, reconfigurations and/or purchases.
- Trained as Junior System Administrator.
- Citrix XenApp super-user.
- Provided support for the Microsoft Windows computing infrastructure by installing/resolving issues with desktop hardware and software including operating systems, desktop applications, computer peripherals, printers, iPhones and multimedia equipment
- M*modal / Fluency Admin super-user.
- Reviewed team member performance and gave coaching in the areas of improvement that is needed.
- Advanced knowledge of troubleshooting server, HL7, and Cloverleaf interfaces.
- Assisted and taught other SDA's how to resolve more complex issues.
- Provided hi-level support for our PSG customers using ECW.
- Developed new ideas and work flow processes that improved efficiency.
- Expert level Active Directory knowledge.
- Handled all negative customer satisfaction surveys we receive to see what we could improve upon as a team.
- Updated and maintained our knowledgebase to assist other IT analysts.
- Handled advanced projects and tasks.
- Everything I did as a Service Desk Analyst listed below.

2014 HCA North Florida IT&S Division Tallahassee, FL

Service Desk Analyst

- Documented and resolved requests by hospital users from identification through the resolution process.
- Published articles on the company knowledge base to improve both time efficiency and call statistics.
- Flexibility in scheduling allowed me to help cover when short-staffed.
- Metrics ranging in the top percentile of service desk analysts.
- Trained new hires at the service desk.
- Frequently used remote tools to assist in diagnosis and troubleshooting of issues on corporate devices, and on customers personal devices in the case of remote access via VPN or Citrix.
- Proven leadership ability and a go to source for assisting fellow service desk analysts with more technical issues.

2013 Capital Regional Medical Center Tallahassee, FL

Financial Counselor

- Utilized a keen attention to detail to ensure all insurance, demographic, and eligibility information was obtained and entered into the Meditech system in an accurate manner.
- Performed financial counseling process on all patients prior to treatment which includes: insurance verification, filling out patient information with Meditech, billing practices, and establishing payment arrangements.
- Adhered to HIPPA regulations by maintaining patient confidentiality

2012-2013 IRBsearch Tallahassee, FL

Marketing and Sales Manager

- Increased monthly revenue by 20% via social media interaction and implementing targeted marketing campaigns.
- Reduced production time of graphics and advertisements by streamlining cross departmental workflow and communication.
- Researched and reported competitor analysis directly to the CEO.
- Managed the advertising, marketing, and conference budgets.
- Developed and executed national marketing campaigns.
- Wrote copy that created the appropriate message across a broad variety of environments (i.e. print ads, direct mail campaigns, brochures, press releases, websites, html emails, and social media sites) for our products.
- Managed and approved time cards within Kronos for staff.

2010-2012 Tallahassee State Bank and Premier Bank Tallahassee, FL

Personal Banker

- My duties included initiating domestic and international wire transfers, opening and closing personal and business accounts, contacting potential clients by phone/email/person to advertise our various banking products for both business and personal needs.

2004-2010 Bradfordville Mini Storage Tallahassee, FL

Marketing and Sales Manager

- Management – Managed over 500 tenants, maintained a stellar customer retention rate, increased leasing of units every year of tenure, and collected on overdue and bad debt.
- Marketing – Wrote copy for social media and print ads, used Salesforce to track marketing campaign analysis, and initiated B2B conversations.
- Sales – Leased units and sold various concession plans to customers and other businesses, billed customers, and filled out contracts.

PROFICIENCIES

Well versed in the following software and web tools:

- Microsoft Word, Excel, PowerPoint, Outlook, Office 365 M*modal / Fluency, Front Office Scanning, Passport, DameWare, ARS, (AD) Active Directory, eSAF identity and access management, Remote Desktop Connection, Logmein123, Salesforce, CRM tools, Google Analytics, MySQL, Photoshop, Adobe Acrobat and Illustrator, Meditech, E-Verify, Citrix, HL7, Cloverleaf, Remedy, Kronos, VDI, SRA, Remote Access, Clarity, Remedy, Onbase, ECW, and Cisco Desktop Agent

Other personal proficiencies include:

- 5+ years of personal IT experience including building PC's from scratch, troubleshooting Windows XP/7/8/10 and internet connectivity, experience with iPhones and iPads.
- 6+ years of working on Mac and other Apple Equipment.
- 4+ years of expert-level Active Directory use.
- 4+ years of Cloverleaf and HL7 interface troubleshooting.
- 4+ years of using remote access support via VPN, Citrix, Logmein123.
- 4+ years of training and mentoring new IT employees.
- 6+ years of experience providing troubleshooting and resolution for customer's IT issues