

PROFESSIONAL SUMMARY

Dedicated healthcare and logistics professional with extensive experience in medical assisting, technical support, and operations, seeking to fully transition into an IT role. Demonstrates a strong foundation in technical troubleshooting, software management, and network security oversight developed through hands-on experience in diverse environments. Known for exceptional organizational and analytical skills, with a proven ability to manage sensitive data, streamline workflows, and deliver precise support under pressure. Driven to leverage healthcare and technical expertise in a dynamic IT environment, with a goal of contributing to system optimization, data security, and user support initiatives.

SKILLS SUMMARY

Systems & Applications: Windows 10 & 11, Mac OS X, iOS, DNS and DHCP, Network, Physical and Logical Security, Network Standards and Protocols, and Intrusion Detection System

Hardware: Disassemble and Reassemble desktop PCs, RAM, Hard Drives, Motherboard, and Network Interface

Software: Microsoft 365, Azure, Adobe Acrobat XI Professional, Scripting with Visual Basic, Classless IP Addressing

✓ Technical Support	✓ Trouble Shooting	✓ Patient Intake	✓ Cloud Applications
✓ Medical Administration	✓ Laboratory Preparation	✓ Active Directory	✓ Daily Documentation
✓ Network Configuration	✓ Instruction	✓ Office 365	✓ Network Security
✓ Medical Records	✓ Sterilization	✓ Laboratory Testing	✓ Operational Safety

EDUCATION & CERTIFICATIONS

Information Technology Security Administrator | MyComputerCareer | 11/2024
Associate Degree Hospitality Management Coahoma Community College | 5/2007

EMPLOYMENT EXPERIENCE

Endoscopy Technician2/2024 to Present
Gastro One – Memphis, TN

- Operate and calibrate endoscopy equipment, ensuring functionality and readiness prior to procedures
- Collaborate with the healthcare team to maintain a sterile and organized procedural environment
- Assist in specimen collection, labeling, and safe transport to pathology, adhering to chain-of-custody protocols
- Provide support during endoscopic procedures, including equipment troubleshooting and instrument exchange
- Maintain inventory of endoscopic instruments and supplies, resolving shortages to support daily operations

Endoscopy Technician / Medical Assistant / Medical Records Clerk10/2018 to 10/2020
Delta Gastroenterology and Endoscopy Center - Southaven, MS

- Assisted the physician during endoscopy and colonoscopy procedures
- Prepared and sterilized endoscopic scopes, adhering to strict infection control protocols
- Guided patients through pre- and post-procedure instructions, ensuring understanding and compliance
- Documented procedure details and biopsy samples accurately for patient records and pathology lab submission
- Monitored patients' vitals and comfort levels throughout procedures, ensuring a smooth experience

Pharmacology Shipping Clerk12/2017 to 6/2018
Dohmen Life Science Center - Memphis, TN

- Coordinated order fulfillment in a high-paced dispatch department, adhering to shipping schedules
- Packaged and prepared orders with precision to meet departmental timelines
- Utilized inventory systems and warehouse technology to track, locate, and gather stock efficiently
- Updated stock records and spreadsheets with meticulous attention to detail for inventory accuracy
- Collaborated with the shipping team to ensure timely completion and shipment of orders

EMPLOYMENT EXPERIENCE**Optometry Technician / Medical Assistant**

8/ 2017 to 12/2017

Well Child Inc - Memphis, TN

- Conducted patient intake, managed phone inquiries, and maintained accurate medical records
- Performed diagnostic eye tests, recorded vision measurements, and assessed eye function
- Ensured equipment was sanitized and ready for each patient, following safety protocols
- Educated patients on eye care routines and post-appointment instructions
- Performed patient triage, effectively assessing and prioritizing care needs

Medical Assistant / Medical Receptionist

12/2016 to 8/2017

Bonk Internal Medicine - Memphis, TN

- Greeted patients, handled scheduling and phone communication, and maintained medical records
- Collected and processed specimens, conducted urinalysis, and performed hematology tests
- Administered injections, conducted ECGs, and prepped patients for examinations
- Maintained exam rooms, assisted with venipuncture, and ensured equipment readiness
- Conducted patient triage, gathering medical history and assessing care needs