Randy Hesse

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ADMINISTRATOR| WINDOWS | MANAGEMENT

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Objective

Obtain a position in information systems, where my communication skills, and technical skills will have valuable application to a project based management or solution role.

Synopsis of Professional Achievements

- Provided continuous quality services to customers and associates about system characteristics and their dependencies
- Execution of projects using the 4D Methodology
- Articulated customer facing document based on project scopes
- Developed system design documentation for partners
- Constructed Statement of Work (SoW) for customers based on Request For Proposal (RFP)
- 7+ years working in the (Software as a Service) SaaS industry
- 6+ years of HIS and EMR support, implementation and integration
- 6+ years of working within HIPAA compliant environment
- 6+ years of managing high-volume workload within a deadline driven environment
- 5+ years of supporting FDA level 2 devices

Technical Areas of Expertise

- **Knowledge**: Extensible Hyper Text Markup Language (XHTML), Cascading Style Sheets (CSS), Hypertext Preprocessor (PHP), Structured Query Language (MySQL, MSSQL, Oracle), W3C Standards, C++, Java, Java Script, Visual Basic, Intel Assembly Language, Active Server Pages (ASP), PowerShell, BASH
- **Operating System:** Windows: NT/10, 2003/12 Server; Linux: Suse, Ubuntu, UNIX, HP-UX
- **Hardware:** Thick/Thin Clients, Servers/Clusters, Peripherals, and Mediums
- **Software:** Microsoft Office 2003-2016 Suite/365, Auto-CAD 2007-2008, VMware vSphere 4.1, Microsoft CRM 4.0, Norton Ghost, Symantec Endpoint, Toad 11
- **Implementation:** PHP Server, MSSQL Server , VM ESX/i Server
- **Network Protocols:** Transmission Control Protocol (TCP), Internet Protocol (IP), User Datagram Protocol (UDP),Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Digital Imaging and Communications in Medicine (DICOM), Health Level 7 (HL7)
- **Connectivity:** PCAnywhere, Cisco VPN Client, VNC, Nortel, Windows VPN, LanDesk, Windows remote desktop services (Terminal services)

Career History

RES Software (Professional Services)	Nov 2014- Nov 2015	United States

- *Technical Consultant: Automation Manager and Service Store*
- Designed and implemented RES Software for customers and partners
- Defined project length and Scope of Work, based on Request for Proposals (RFP)
- Managed customer expectations within a project timeline
- Documented technical and business workflow designs within a project engagement
- Understanding of technical and business process for onboarding and offboarding users
- Developed Integration scripts for HRIS systems

- Developed best practices / intellectual property for internal and external use
- Developed technical and business methodologies for customers based on customer requirements (ITSM) ITIL Framework.

McKesson Corporation (Paragon)   Nov 2013-June 2014   Broomfield, CO

- *Second Level Remote Product Administrator: McKesson Paragon Clinical Application*
- Work flow support for Clinical Assessments, Care Plan, Order Management, Physician Reporting
- Windows 2003/2008 Security and general system management
- Microsoft SQL 2008/2012 SQL system management, configuration, data manipulation

McKesson Corporation (Perinatal Care)   March 2013-June 2014   Broomfield, CO

- *Second Level Remote Product Administrator: McKesson Horizon Perinatal Care*
- Work flow support for Labor and Delivery (NICU)
- Work flow support for Clinical Assessments, QRS Complex acquirements.
- Windows 2003/2008 security, active directory ,configuration, terminal service, and management
- Configuration of UPS and DIGI unit for data transmission

McKesson Corporation (Expert Documentation)   Nov 2011-March 2013   Broomfield, CO

- *Second Level Remote Product Administrator: McKesson Horizon Expert Documentation*
- Work flow support for Clinical Assessments, HL7 Management, Nurse Documentation
- Oracle/Unix Manipulation and configuration of system servers
- Management of Oracle Forms 10g/11g

McKesson Corporation (Medical Imaging)   April 2008-Nov2011   Parsippany, NJ

- *First Level Remote Product Administrator: McKesson Horizon Cardiology System*
- Field engineer/technician that diagnoses and troubleshoots computer systems
- Work flow support for HL7, ACC, CPACS, Hemodynamics, Echo, Echo Stress, Cath and ECG Procedures
- Maintain database backup and maintenance plans for MSSQL
- Microsoft IIS 6.0 web server support for web solutions
- IBM Cognos Reporting module
- DVD Jukebox, Tape, Network storage and Centera Archive Support
- Interface, Gateway and Application server support

Education:

New Jersey Institute of Technology   2006-2008   Newark, NJ

- Bachelor of Science in: Computer Information Systems

Binghamton University   2003-2005   Vestal, NY

- Studied Courses in: Computer Engineering