RENA M. ORTIZ, MIS
Senior IT Specialist

POB 70592 ♦ Tuscaloosa, AL 35407
Cell: (205) 799-8860 ♦ Home: (205) 345-8225 ♦ Email: RenaOrtiz@gmail.com

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Country of Citizenship: U.S. Citizen   Availability/Job Type: Permanent
Veterans' Preference: 10-point preference based on a compensable service connected disability of 30% or more
Highest Grade: GS-2210-12, 6/2007 – Present   Contact current employer: Yes

PROFILE

DILIGENT PROBLEM-SOLVER: Highly skilled at solving problems involving state-of-the-art software, hardware, data management and home networks.

First-Rate Reputation: Received many cash awards and very positive feedback from BellSouth executive Shera Atkinson Canty, at AT&T (formerly BellSouth) received by Customer Liaisons, Michael Reed and Emma Allen:

"Subject: excellent case descript !

case descript : Logged onto NQS to look at SZ004189. Printer was noted to have a 19 CONNECT/SEND ERROR. Timeout error/device did not respond to QMS within 15 minutes. Problem exists with user's local network. No circuit ID available. User state this printer is a high priority in her office and NC. (tsc = rena brown)
Very clear ; very to the point ; very accurate as to what was happening !
Shera:)" (Copies of reviews available)

SUMMARY OF TECHNICAL EXPERTISE

SOFTWARE: MAC, Microsoft Windows including 95, 98, Mill, 2000, XP, VistA; Exchange; Adobe including Photoshop, Entrust CA Server Software (PKI), Microsoft Office Suite, Apropos, CIM, eRASCI, Active Directory, AirFortress, USD (Unicenter Service Desk), E-Remedy, NOIS, REM/Vantive, USD, BOSIP, BSDN, Datakit, ISDN Networks, VistA, Conman, QMS, IMSAUTO, IMS, TN3270, ACF2, Adobe Professional, Remotely Possible, Timbuktu, Dameware, Citrix, VPN, CAS (Craft Access Systems), Norton Firewall and Ghost, McAfee Virus Protection Utilities, Tivoli, Unix, Lotus Notes, Salcris (formerly Reynolds & Reynolds), Turbo Tax, Tax Cut, QuickBooks, Legal Edge Management, Open-mail Client/Mobile, and Delrina

HARDWARE: HP printers, Dell (4500, 4600, 8600, Inspiron 530s), AT&T, Belkin, Cisco, & Linksys, & Netgear series cable, DSL, and VPN routers

NETWORKS: LAN/WAN, DNS, WINS, DHCP, HOSTS, TCP, VPN, AND FTP

PROFESSIONAL EXPERIENCE

VA OFFICE OF INFORMATION AND TECHNOLOGY:
3701 Loop Road E. Bldg. 40 OIFO, Tuscaloosa, AL

IT SPECIALIST (Senior Service Desk Technician)   February 2007 to Present
Salary: $73,396 per year

40 hours per week
Division Manager: Timothy Jones (205) 554-3511
Supervisors: Vance Olmstead (205) 554-4710/Cheryl Martinez (512) 417-7056

IT SPECIALIST (ADPAC/CAC)   June 2004 to February 2007
Salary: $45,028 per year
40 hours per week
Lead CAC: Terri Speegle (205) 554-3795
Supervisor: Joe Barber (706) 733-0188

Help Desk Specialist (AC Tech.,/L&E Assoc. Inc.)   January 2003 to June 2004
Salary: $45,211 per year
45 hours per week
Supervisor: Contract Project Manager Carolyn Booth (205-554-4695)

Technical Support Specialist (EDS-BellSouth)   February 1999 to January 2003
Salary: $36,000 per year
40 hours per week
Supervisor: Francis Blue - Retired (205) 444-2955 Team Lead: Mary Allen (205) 989-0579

TECHNICAL ACCOMPLISHMENTS:

- Troubleshoots, categorizes, prioritizes, logs and distributes service requests and incidents received.

- Endures a high degree of accuracy and completeness in the data entered to ensure proper documentation of support episodes and aid in the resolution process.

- Provide 100% telephone support to over 70,000 users nationwide by using performance reports and by monitoring applications in a 24 × 7 environment.

- Respond to and resolve 94% of customer issues with Webmaster, IRIS, and FOIA inquiries and requests via the web-site, IRIS console, and Exchange e-mail messages.

- Resolve system slow-downs by engineering network migrations, reconfigurations, integrations, and troubleshooting. Such overhauls typically improve system efficiency by over 200 percent.

- Function as a 3rd shift lead approving initial ANRs and updates before distribution.
  - approving ANR updates and closures before they are distributed
  - using Total Quality Management (TQM) techniques when dealing with subordinate staff
  - collaborate with staff and customers of diverse cultures to resolve technical issues
  - present ideas and ask appropriate questions, listen, provide feedback, coach and train new staff as appropriate
- Route internet and intranet filtering problems to the VA-NSOC or appropriate team.

- Create access requests for new employees.

- Route Blackberry issues and other VistA application problems to the appropriate teams.
- Incorporate ITIL standards
  - Exceeding customer satisfaction
  - Improving overall NSD availability
  - Implementing exceptional IT Service Management
- Multi-task daily and nightly operation of the National Service Desk (NSD) with a 94% efficiency rate.

  - Tasks involve resolving a variety of conventional problems, questions, or situations. Established practices and techniques are used. The work affects the design, testing,

implementation, operation/support of IT systems and the quality and reliability of services

- o complete the National Daily Summary reports for Management's daily morning meeting with the AAC (Austin Automation Center) by inputting various metrics and calculations for the Tuscaloosa National Service Desk and serve as back up for the Daily OI&T Rigor and Performance (RAP) Report
- o Assist in developing metric and strategic grading of less experienced staff Remedy tickets

- Retrieve customer feedback data and perform other administrative duties assigned by NSD Management.

- Work independently without direct supervision.

- Performed ticket and case analysis for Help Desk managers and Team leads.

- Investigated and resolved 92% of first level inquiries using technical knowledge and on-line intranet and internet systems.

- Provided analysis of communication problems between different types of hardware, software, LANs, WANs, routers, docking stations, switches, servers, and printers.

- Organized, submitted, and distributed the Birmingham TSC Cumulative ACD statistical report and also maintained the yearly statistical data.

- Communicated and effectively interacted with BellSouth customers, vendors, technicians, and non-technical personnel.

MANAGEMENT ACCOMPLISHMENTS:

- Keeps 3rd shift employees informed of management goals and objectives, employee participation, and concerns regarding various work instructions.
- Ensures effective communication flows evenly on shift.
- Provides guidance and operational decisions to maintain a high level of systems availability, as variable, unpredictable, and unexpected changes in system loading and inclement weather.
- Reviews problems in operational effectiveness and take or recommends corrective action; resolves technical work problems not covered by precedents or established policies; assist in establishing operating guidelines to implement procedural methods and other work related changes.
- Assisted as a PMA (Project Management Assistant – Patient Sensitive Data) project and also worked on the following projects:

  - o E-Remedy database cleanup
  - o ANR V3.1.43
  - o VA IOC/COC/VIRTS Reporting (Integrated Operations Center)
  - o Air Fortress Reporting
  - o ESSX Errors Preventing Progression of Testing
  - o BMC Remedy 508 Testing
  - o Standards & Terminology Services and HDR Clinical Note Titles Standardization

- Assist with training 2-3 entry level contract and VA staff
- Maintain ANR List roster for 3rd & weekend shifts and back-up for Shift Report roster

AWARDS

VA EXCELLENT PERFORMANCE AWARDS (2010-2006 and 1997)
CASH AWARDS for Exceptional Contributions - EDS BellSouth Help Desk (2001 & 2002)
MOST CLOSED TROUBLE TICKETS- CASH AWARD (2000)
CASH AWARD for Organizational Management – EDS BellSouth (1999)
VA GOLD PERFORMANCE AWARD – Combined Federal Campaign (1996 & 1996)

CERTIFICATIONS/VOLUNTEER

University of Phoenix Teacher Education Scholarship/Mentor – March 2011 - present
Legal Aid Services Alabama – February – March 2011

Awarded Certifications from HDI (Help Desk Institute - 2007):

➢ Certified Support Center Analyst
➢ Certified Customer Support Specialist

EDUCATION

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY   June 2007
University of Phoenix
Phoenix, AZ

HIGH SCHOOL DIPLOMA   May 1986
Hillcrest High School
Tuscaloosa, AL