Tony J. Dass

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Overview :   Certification in Comptia A+; ability to diagnose and resolve technical problems; constructing and testing; computer configuration and assembly; desktop maintenance and repair; hardware installation.

Operating Systems : Windows NT/2000, Windows XP, Windows Vista, Windows 7 & 8

Clinical Programs - GE Centricity (PACS), PowerScribe, Novuis(RIS)

EXPERIENCE:

June 2013- Present	**Long Island Jewish Hospital - New York, NY** *MIS Coordinator* Responsible for troubleshooting, diagnosing computer/software issues, Printer issues, PC break-fix, network issues. Troubleshoot PACS/RIS workflow, deals with Patients and preparing Pt records.
Sept 2010-June 2013	**Metropolitan Office & Computer Supplies - New York, NY** *Webmaster/Customer Service Agent/ Purchaser* Maintains company's website, including basic graphic design; assists customers with orders and queries and creates customized web-ordering experiences; purchases product on behalf of the company, create and issue PO's, maintaining House Accounts, daily backorder reports, research unique product information with outside vendors, prepare quotes and proposals. Directly responsible for maintenance of website orders placed/shipped, discounted and substitution of products. Assist with Sales Managers when necessary. Create custom proposals to suit client's needs.
Sept 2010-May 2011	**First Class Physical Therapy - Brooklyn, NY** *Computer Technician/ Physical Therapy Aide* Responsible for troubleshooting, diagnosing and fixing computer problems and providing assistance to Physical Therapists, including direct work with patients
Sept 2009-July 2010	**Local Tech LLC - Guyana** *Manager/Computer Technician/Sales & Customer Representative* Managed day-to-day activities of the business, including: bookkeeping, marketing and selling of computer parts and components; diagnosing and resolving technical problems, general networking, advising customers regarding computer upgrades and fixes, building and configuring computers, creating and restoring images
April 2009-Sept 2009	**Clear Connect (Agent of Office Depot - USA) - Guyana** *Customer Service Representative* Assisted customers with orders; handled correspondence, telephone calls and inquiries
Nov 2008- April 2009	**NPI Communication - Guyana** *Assistant Networking Administrator/ Computer Technician/Customer Service Representative* Built computer systems, including installing motherboard, processor and memory; imaging and configuring; adding users to Server 2008 active directory; diagnosed and fixed problems with agents' computer system; ran and patched network cables, set up server racks and installed security cameras
July 2008-Dec 2008	**Monar Educational Institute – Guyana** *Teacher* Taught computer basics and Microsoft office to adolescents age 12-17; provided Mathematics and Information Technology tutoring to students
March 2007-Sept 2008	**Cyberlink Internet Café – Guyana** *Computer Technician/Teacher/Customer Service Representative* Created custom brochures; diagnosed and repaired computers; maintained Café's LAN; taught computer basics and Microsoft office courses; handles customized orders from customers
EDUCATION:	University of Guyana – Computer Science 2007-2008; St. Joseph's High School–Diploma 2007; Caribbean Examination Council Exam (CXC); St. Margaret's Primary School – 2002

Certifications : Comptia A+

Continuing Education : Computer Engineering Student - Farmingdale State College

REFERENCES FURNISHED UPON REQUEST