Edel Alon

Career Summary

I am an IT professional with over 10 years of experience in HighTech, BioTech, and Educational institutions. I strive to maintain a high level of customer satisfaction and believe in developing strong customer relationships through communication and service.

Contact

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Professional Experience

University of California, San Francisco
Programmer Analyst III | Department of Medicine
San Francisco, California | March 2006 - Present

Managed file, database, groupware, and mail servers (Mac OS X, Windows 2000); trained staff and users; created documentation and training materials. Triaged and resolved hardware and software problems. Supported 150 Mac and PC users. Evaluated and tested new software. Specified, coordinated, and implemented server, system, and network configurations.

• Developed IT strategies and plans with division administrators to streamline IT needs and budgets.
• Primary Epic and Dragon contact for the department.
• Served on several UCSF wide committees such as: Directory & Email Advisory Group (Account Integration), UC Video Conference for Campus Procurement, and Identity Management Committee.
• Conducts training sessions for a variety of topics as web design, MS Office, and specialized programs.
• Administer systems running Windows Server, Linux Enterprise Server, and OS X.
• Serve as lead field service provider at the Mt. Zion campus and greatly increasing user satisfaction.
• Manage projects from budgeting/planning, implementation, completion/reporting, and maintenance for projects such as server implementation, new web applications, and lab configurations.
• Contribute over 200 hours of coding to the department website (http://medicine.ucsf.edu).
• Created risk assessments, documentation, remediation, procedures and guidelines that lead to compliance to university HIPAA standards.
• Works with Enterprise Information Security group, Privacy Office and users during security incidents.

Programmer Analyst II | Department of Medicine
San Francisco, California | April 2003 - March 2006
• Served as the backup email administrator (1 administrator, 1 backup) for the Department of Medicine using CommuniGate Pro that hosted over 1,000 email accounts.
• Lead system administrator for NT 4.0, Server 2000 & 2003, Redhat Enterprise Linux, and OSX servers.
• Designed, implemented, and supported a patient tracking database system. This system was the mechanism for housestaff and residents to communicate patient needs before tools like UCare and Epic became available.
• Provided technical support and training for 400+ users.

Geron Coporation
Technical Support Specialist
Menlo Park, California | February 2001 - March 2003

Quantum Coporation
Helpdesk Analyst
Milpitas, California | October 2000 - January 2001

Temple University
Technical Support Specialist
Philadelphia, Pennslyvania | April 1999 - August 2000

University of Guam
Technical Advisor
Mangilao, Guam | January 1997 - September 1998

Education

DeVry University
BS Technical Management

Honors & Activities

June 2011 – SRDP Performance Merit
June 2010 – SRDP Performance Merit
June 2009 – SRDP Performance Merit
June 2008 – Staff Performance Award
June 2007 – Staff Performance Award
June 2006 – Staff Performance Award
June 2005 – Staff Performance Award
June 2004 – Staff Performance Award

January 2009 - June 2011
Ocean View PTA, President

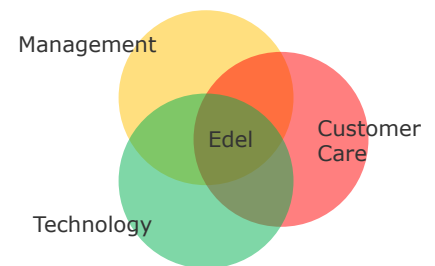June 2008 - December 2008
Ocean View PTA, Financial Secretary

November 2009 - April 2010
Gateview HOA, Director

April 2006 - April 2008
Gateview HOA, Treasurer

Leadership Development

• Effective Communication
• Recruiting & Hiring
• Business Writing Skills
• Supervising According to Contracts
• Team Building
• Delegating for Success
• Leadership Development Program
• Setting Performance Expectations
• Business of Listening
• Introduction to Management
• Coaching for Improved Performance

IT Success

Management

Customer Care

Edel

Technology

server

Windows Server 2008

RedHat Enterprise Server

Mac OS X Server

File Servers

Database Servers

Email Servers

software

MS Office, Visio, & Project

FileMaker Pro

Maptitude for Redistricting

Adobe Design Suite

VPN & Virtual Software

Biotech/Lab Software

other

Windows Operating System

Mac OS

HTML & PHP

Salesforce

Content Management Systems

Crashplan & Backup Exec