

Craig Perkins

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Professional Experience

Applications Analyst- McKenzie Willamette Medical Group

March 2023 – Present

- Manage digital workflows using **ServiceNow**
- Resolve technological issues with rigid corporate restrictions
- Troubleshoot and resolve issues related to credit card swipers, check scanners, printers
- Conduct **AS/400** Database back-ups, processing in **IBM systems** & accounting processing using **MedHost**
- Create **PowerShell** Scripts to delete unused files and data to maintain usable storage, correct Corporate imaging errors, & detect and manage memory on network computers
- Use **Aternity** to monitor and manage network devices

System Information Specialist- Pape Corporation

April 2022-March 2023

- Managed cloud-based Helpdesk tickets using **SpiceWorks**
- Re-image devices
- Participated in corporation acquisitions, setting up new work spaces and connectivity for employees
- Educated employees about their work systems

Tech Support Specialist- HIV Alliance (Internship)

Nov 2021-Feb 2022

- Update computers with new software and systems
- Provide customer support using Help Tickets
- Maintain tech-related equipment

IT Technician- Self Employed

May 2017-April 2020

- Assisted clients with set-up, installation, & repair of computers
- Troubleshoot & resolve connectivity and user-error issues
- Educate clients how to use computers

Projects

FOG Server

I coordinated with a team to create and test an image for the fog server. This streamlined the imaging process for the computers at the corporation.

Education

- Associates of Science in Cyber Security, Lane Community College, Eugene, OR
- GED, Oregon Coast Community College, Newport, OR

Skills

Languages: Powershell, Bash, Python, HTML, CSS

Software and Tools: GlobalProtect, MedHost, IBM AS/400, ServiceNow, SpiceWorks, FOG Project, Microsoft Office, Aternity

Platforms: Windows, Linux, MacOS