# *John M. Balch*

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## Professional Objective

Obtain a position within an organizationthat can capitalize on my acquired expertise and experience and afford me the opportunity to grow and learn by adding more to my knowledge in the arts of RPA, AI, etc. My background is very diverse including, but not limited to Networking Technologies, CRM, ITIL, Agile, Hospital Systems, O365, SharePoint, Helpdesk, Project Management, Quality Analysis, Technical Operation, UiPath RPA Development, UiPath Administration, etc.MS Power Platform

### *Qualification Highlights*

* **Experience** in centralized and decentralized technology environments.Experience includes mainframes up to today’s current virtual technologies. Built Workday/AD integration project using UiPath, Insights, Integrated Connections, Solutions Management, Lead for other developers in the RPA team.
* **I am an innovative network engineer** with **25+ years** of experience in network design and development, hardware/software installation and configuration, help desk support and the delivery of complex technical solutions.
* **I am an innovative RPA developer/engineer/administrator** with 3 years in design and development of UiPath automation processes including product integrations including Workday to Active Directory.
* **Expertise** in LAN/WAN topology, Exchange Server, end-user services, network device installation and configuration, desktop services, software services, medical billing programs, Mirth interfaces, Vinzant scheduling, server hardware installations and quality control, IT purchasing and user network account oversight.
* **Highly experienced** in assessing needs, and resolving hardware, software, network and connectivity issues. Proactive technical support analyst with a superior work ethic.
* **Quick** **study** with an ability to rapidly achieve organizational integration, easily assimilate job requirements and aggressively employ new ideas, concepts, methods and technologies.
* **Energetic** and self-motivated team player/builder. Flourish in work situations requiring an ability to manage multiple and concurrent projects and responsibilities.
* **Exceptional** oral/writtencommunication, interpersonal, intuitive, analytical, technical, problem solving and leadership skills.
* **Project Management** able to step into a project, assess current direction and take over project as is or steer in a new more productive way.
* **Other** enjoy spending most of my free time learning about CRM systems and ITIL/ITSM.

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**Employment History**

*03/19 to present North American Partners in Anesthesia (American Anesthesiology)*

**RPA Lead / Developer/ Engineer / Administrator**

* *Work with support in best practices in UiPath cloud environment*
* *Work with business users on gathering RPA requirements*
* *Develop automation to perform tasks on major billing systems*
* *Create, test and move automation packages into live production*
* *DevOps*
* *ServiceNow*
* *UiPath Orchestrator*
* *UiPath Insights*
* *UiPath Integration Services*

*11/17 to 02/19 MEDNAX, Inc. (American Anesthesiology)*

**RCM Enterprise Collaboration Analyst 1**

* *Create SharePoint Online Sites to support Revenue Cycle Management*
* *Create lists and libraries to support user needs*
* *Create solutions that save the organization money*
* *Change paper processes to online solutions*
* *Educate users how to use SharePoint*
* *MS Teams*
* *MS Flow*
* *PowerApps*

*11/15 to 11/17 MEDNAX, Inc. (American Anesthesiology) Sunrise, FL*

**Technical Operations Analyst / Project Management**

* + Support Hospital portfolio systems including Medsuite
  + Support all applications under American Anesthesiology
  + Support and provide assistance to development teams
  + Coordinate all major /minor upgrades with required resources
  + Work with 3rd party vendors for additional support / services
  + HL7
  + Create and maintain administration guides for products
  + Currently on APTTUS contract management project

*03/12 to 11/15 MEDNAX, Inc. (American Anesthesiology) Sunrise, FL*

**Quality Analyst / Project Management**

* + Manage implementation of OpenTempo across 11 sites
  + Manage and test all applications under American Anesthesiology
  + Manage and test Medsuite Billing application with 400 users
  + Coordinate all major /minor upgrades with required resources
  + Work with 3rd party vendors for additional support / services
  + HL7
  + Create and maintain administration guides for products

*01/06 to 03/12* *Synergistix, Inc Sunrise, FL*

**Quality Control Analyst** (Current) **/ Service Desk Supervisor** *(Past)*

* Application testing including .net / replication from client to server
* Reports testing
* Team member that interacts directly with other departments on projects to meet deadlines
* Use SQL queries to test the accuracy of data
* Create and maintain test cases

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* Recommend alternative technologies for testing and managing projects including Helpdesk
* Working closely with all departments to ensure successful customer release dates/times
* Recommend better release management processes
* Work with all required parties in the Release Management process
* TechExcel CustomerWise/DevSuite (CRM /Defect Tracking)
* Work with Visual Studio 2005/2008/2010

### *Education / Training*

**Computer Learning Center, Somerville, MA**

*Studied Jes2, MVS, CICS, TSO, Computer Operations*

**New Horizons, Ft Lauderdale, FL**

*Studied NT 3.51, 4.0, 2000, Installing Exchange Server 5.5,*

*SQL Server 7.0, Project Management certification preparation, ITIL Foundation*

**Towards MCSE**

Administering SQL Server 2000

Migrating NT 4.0 to Windows 2000

Administering Windows NT 4.0

Supporting Windows NT 4.0

Administering Exchange Server 5.5

Administering Netware 4.x

**Other learning**

QA Testing

SQL Queries