**John M. Balch**  
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**Professional Objective**  
Seeking a challenging position within a forward-thinking organization to leverage extensive expertise in RPA, AI, and IT, specifically focusing on UiPath platform development and administration. Eager to contribute to innovative solutions, drive digital transformation, and further expand knowledge in cutting-edge automation technologies.

**Summary of Qualifications**

* **RPA & AI Specialist**: Innovative RPA developer/engineer/administrator with 3 years of experience in designing and developing UiPath automation processes, including product integrations like Workday to Active Directory. Proficient in UiPath Enterprise Cloud, Orchestrator, Insights, Integration Services, and Autopilot for Everyone.
* **Diverse Technical Acumen**: Extensive background spanning Networking Technologies, CRM, ITIL, Agile, Hospital Systems, O365, SharePoint, Helpdesk, Project Management, Quality Analysis, and Technical Operations.
* **Network Engineering Expertise**: 25+ years of experience in network design and development, hardware/software installation and configuration, and delivering complex technical solutions.
* **Project Leadership & Management**: Proven ability to lead RPA development teams, manage multiple concurrent projects, assess project direction, and steer them towards productive outcomes.
* **Problem-Solving & Support**: Highly experienced in assessing needs and resolving hardware, software, network, and connectivity issues. Proactive technical support analyst with a superior work ethic.
* **Technical Proficiencies**: 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.
* **Continuous Learner**: Quick study with an ability to rapidly integrate, assimilate job requirements, and aggressively employ new ideas, concepts, methods, and technologies. Enjoy learning about CRM systems and ITIL/ITSM.
* **Communication & Leadership**: Exceptional oral/written communication, interpersonal, intuitive, analytical, technical, problem-solving, and leadership skills.

**Employment History**

**03/2019 – Present: North American Partners in Anesthesia (American Anesthesiology), Remote/Sunrise, FL**  
**RPA Lead / Developer / Engineer / Administrator**

* Established UiPath Enterprise Cloud environment.
* Collaborate with business users to gather RPA requirements.
* Develop automations to perform tasks on major billing systems.
* Create, tested, and deployed automation packages into live production environments.
* Utilize DevOps, ServiceNow, UiPath Orchestrator, UiPath Insights, UiPath Integration Services, UiPath Autopilot for Everyone, and ChatGPT.

**11/2017 – 02/2019: MEDNAX, Inc. (American Anesthesiology), Sunrise, FL**  
**RCM Enterprise Collaboration Analyst 1**

* Created SharePoint Online Sites to support Revenue Cycle Management.
* Developed lists and libraries to meet user needs.
* Implemented solutions that generated cost savings for the organization.
* Transitioned paper-based processes to online solutions.
* Educated users on SharePoint utilization.
* Leveraged MS Teams, MS Flow, and PowerApps.

**11/2015 – 11/2017: MEDNAX, Inc. (American Anesthesiology), Sunrise, FL**  
**Technical Operations Analyst / Project Management**

* Supported Hospital portfolio systems, including Medsuite.
* Provided support for all applications under American Anesthesiology.
* Assisted development teams with support.
* Coordinated all major/minor upgrades with required resources.
* Collaborated with 3rd party vendors for additional support/services.
* Worked with HL7 interfaces.
* Created and maintained administration guides for products.

**03/2012 – 11/2015: MEDNAX, Inc. (American Anesthesiology), Sunrise, FL**  
**Quality Analyst / Project Management**

* Managed the implementation of OpenTempo across 11 sites.
* Managed and tested all applications under American Anesthesiology.
* Managed and tested the Medsuite Billing application with 400 users.
* Coordinated all major/minor upgrades with required resources.
* Worked with 3rd party vendors for additional support/services.
* Utilized HL7 interfaces.
* Created and maintained administration guides for products.

**01/2006 – 03/2012: Synergistix, Inc., Sunrise, FL**  
**Quality Control Analyst / Service Desk Supervisor**

* Performed application testing, including .NET and replication from client to server.
* Conducted reports testing.
* Interacted directly with other departments on projects to meet deadlines.
* Utilized SQL queries to test data accuracy.
* Created and maintained test cases.
* Recommended alternative technologies for testing and managing projects, including Helpdesk.
* Collaborated closely with all departments to ensure successful customer release dates/times.
* Recommended improved release management processes.
* Worked with all required parties in the Release Management process.
* Used TechExcel CustomerWise/DevSuite (CRM/Defect Tracking) and 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.
* Completed training for Installing Exchange Server 5.5, SQL Server 7.0, Project Management certification preparation, ITIL Foundation.
* Coursework towards MCSE.
* Completed training in 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