

ERIC ANDREW KRISTOF

Hot Springs Village, Arkansas

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PROFESSIONAL SUMMARY

Healthcare IT professional uniquely positioned at the intersection of clinical expertise and information technology. Registered Nurse with active CompTIA A+ and Microsoft Certified Professional credentials, with hands-on experience supporting Epic Go Live initiatives, EHR deployments, and enterprise workstation migrations. Background spans clinical informatics, database marketing, business analysis, and end-user services — with a consistent track record of bridging the gap between clinical workflows and technology implementation. Seeking healthcare IT roles leveraging this cross-domain expertise in a behind-the-scenes, analytical, or project-support capacity.

CORE COMPETENCIES

Healthcare IT / EHR Systems	Epic Go Live & Deployment	Clinical Informatics	Windows 10/11 Migration
Workstation Deployment	End User Services (EUS)	Healthcare Operations	Database Marketing
Business Analysis	Registered Nurse (RN)	CompTIA A+	Microsoft Certified Professional
AI-Assisted Workflows (Claude, ChatGPT)	Document Production & Editing	CompTIA AI Essentials	Unix / Oracle / Database Administration

LICENSES & CERTIFICATIONS

Registered Nurse (RN) Arkansas License #229984 | Expires 10/31/2027

CompTIA A+ ID# COMP001021148659 | Expires 5/31/2029

CompTIA AI Essentials Cert ID# 6-2C6-22B96H | No expiration

Microsoft Certified Professional MCP ID# 1006171 | No expiration

BLS HCP / CPR / AED / First Aid | Expires 5/31/2027

Notary Public, Arkansas Commission #12723754 | Expires 06/05/2033

PROFESSIONAL EXPERIENCE

Desktop Project Technician — Healthcare IT | **F2Onsite / CommonSpirit Health** | Hot Springs, AR
May 2025 – Oct 2025

- Supported Epic Go Live initiative at CHI St. Vincent as NSP Analyst, performing workstation, network, and printer audits in preparation for EHR deployment.
- Reassigned to End User Services (EUS) team to support Mercy workstation upgrades from Windows 10 to Windows 11, including deployment tracking and hardware provisioning.
- Collaborated with healthcare IT staff to ensure workstation readiness and operational continuity throughout a large-scale health system merger and EHR transition.

Legal Assistant | **The Village Lawyer** | Hot Springs Village, AR
May 2023 – Jun 2023

- Produced and filed Wills, Trusts, and Estate documents for clients in Saline and Garland Counties, Arkansas.
- Obtained Arkansas Notary Public Commission #12723754 during this engagement.

Registered Nurse, Dialysis | **Fresenius Medical Care** | Dallas, TX
Sep 2022 – Nov 2022

- Provided direct RN care for patients undergoing dialysis treatment in an outpatient clinical setting.

Licensed Massage Therapist | Siena Massage | Frisco, TX

May 2019 – Dec 2022

- Ranked second highest in appointments among all male therapists at Frisco and Adriatica locations — over 2,761 services to 1,694 unique clients totaling 3,000+ hours of service.
- Identified and proposed digital transformation and business process improvements; multiple recommendations were implemented by management.
- Proactively diagnosed and resolved operational issues involving computer systems, power, plumbing, appliances, and workflows.

Licensed Massage Therapist / IT Generalist / Business Analyst | EMSO III Enterprises LLC | Frisco, TX

Sep 2015 – Nov 2018

- Delivered the highest volume of client services at the Frisco location — over 2,886 services to 1,772 unique clients across 3+ years.
- Provided IT support including laptop and printer repair, software installation, security maintenance, and staff technical assistance across Windows, iOS, and Android platforms.
- Developed and presented database marketing and business intelligence briefings to ownership covering SEO, direct mail, CRM hygiene, data cleanup, and customer segmentation methodologies including ESRI Tapestry.

LMT / Marketing Analyst / IT Analyst | SPA810 | Dallas, TX

Oct 2014 – May 2015

- Generated over 1,000 targeted sales leads using Acxiom/USADATA data services.
- Provided management education on industry-specific online marketing, direct mail, and social media advertising strategies.
- Assisted front desk staff with business, computer, network, and technology troubleshooting.

Assistant to General Manager / LMT | The Massage Company | Dallas, TX

Dec 2013 – Dec 2014

- Provided operational support to General Manager across IT, HR, payroll, financial reporting, accounting, and facilities maintenance.
- Developed financial reporting spreadsheets for P&L analysis and owner reporting; recommended adoption of MindBody Online to replace manual scheduling system.
- Consolidated three storage units into one, reducing business expenses significantly; performed facility repairs across all three locations.

EARLIER CAREER HIGHLIGHTS

Extensive earlier career spanning enterprise IT infrastructure, healthcare information systems, database administration, and clinical environments:

- **Unix Systems Administrator, Alcatel-Lucent / DSC Communications** — Administered 1,000+ workstations and 20+ servers across Sun, HP-UX, and SGI platforms over a 7-year tenure. Performed Oracle and Sybase database administration, consolidated DNS domains for enterprise-wide service efficiency, and developed end-user documentation and training programs.
- **Unix Systems Administrator (Contract), TEKSystems / Verizon Database Marketing** — Administered Unix/Oracle servers and developed cross-platform data solutions for a 200-person database marketing division. Managed backups, automated list processing, and maintained documentation for the computing environment.
- **CIS Support Analyst, SmithKline Beecham Clinical Labs (now Quest Diagnostics)** — Deployed and supported PC-based clinical information systems for physician offices across 4 states. Served as technical consultant to sales, performed site assessments, managed hardware/software installations, trained clinical and lab staff on CIS platforms, and coordinated CPU-to-CPU interfaces.
- **Engineering Support Technician, Boeing 777 Division** — Administered SAS-based database and produced technical documentation for Buyer Furnished data tracking. Received Certificate of Achievement for Outstanding Performance from 777 Division executive leadership.

- **Medical Front Office Clerk, North Texas Physicians & Surgeons** — Operated multi-line switchboard, managed medical records, and performed data entry for a multi-physician practice including pediatrics, OB/GYN, and family practice.
- Additional experience includes: Database Programming & Business Analysis (BSM Computers/IRG Technologies), Sales Lead Generation & Strategic Research, Litigation Support, and Technical Writing across Telecommunications, Finance, Real Estate, and Aviation sectors.

EDUCATION

Bachelor of Business Admin, Information Systems Management University of North Texas, Denton, TX
Associate of Science, Nursing (with Honors, Phi Theta Kappa) Collin College, McKinney, TX

PROFESSIONAL AFFILIATIONS

Member, Health Information Management Systems Society (HIMSS) | Arkansas Chapter Member