

# 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 CAHIMS, 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)	Web Design & Deployment	CompTIA AI Essentials	CAHIMS (HIMSS)

## 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

**HIMSS Certified Associate in Health Information and Management Systems ID#** 0700121045 | Expires May 31, 2029

**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

**Freelance Web Developer & Technology Consultant** | **Independent** | Hot Springs Village, AR *Apr 2026*

- Designed and deployed a complete professional website for Quality Auto Body (qualityautobodyhotsprings.com), a local automotive services business in Hot Springs, AR, owned by Wayne Kendrick.
- Leveraged Claude AI for design consultation and content development, Netlify for cloud hosting and continuous deployment, and Namecheap for domain registration and management.
- Delivered a production-ready web presence from concept through launch.

**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**

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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 Equipment 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

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**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

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