

ERIC ANDREW KRISTOF, RN, CAHIMS

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PROFESSIONAL SUMMARY

Registered Nurse and CAHIMS-certified health IT professional with 10+ years supporting and administering information systems, from clinical system implementations in four states to seven years of Unix/Oracle administration for 3,000+ users. Most recently deployed ~400 Windows 11 workstations and supported Epic EMR go-live readiness for CommonSpirit Health. Knows the workflow behind each application, trains clinicians in plain language, and owns problems to resolution.

CORE COMPETENCIES

Clinical Applications Support | Epic Go-Live Readiness | Complex Troubleshooting
Implementations, Upgrades & Testing | End-User Training & Education | Documentation
User Account Provisioning | On-Call Support | Vendor Coordination & Escalation
Project Status Reporting | HIPAA & Clinical Workflow | Imprivata & Citrix (Epic)
Unix Systems Administration | Oracle/Sybase Databases

LICENSES & CERTIFICATIONS

Registered Nurse (RN), Arkansas, active • CAHIMS, HIMSS Certified Associate in Healthcare Information & Management Systems • CompTIA A+ • CompTIA AI Essentials • Microsoft Certified Professional • BLS for Healthcare Providers

HEALTHCARE IT & TECHNICAL EXPERIENCE

Board of Directors, Website Administrator

Jul 2026 – Present

Arkansas HIMSS Chapter | Arkansas

- Maintain arkansashimss.org for the 165-member statewide chapter, keeping event, membership and board content current and the site available.
- Work with chapter leadership on member communications and statewide healthcare IT community engagement.

Freelance Web Developer & Technology Consultant

Apr 2026

Independent | Hot Springs Village, AR

- Took a local auto body shop from first conversation to a live production website (qualityautobodyhotsprings.com) in under a week, using Claude AI for design and content, Netlify for hosting and continuous deployment, and Namecheap for domain and DNS.

Desktop Project Technician (NSP Analyst; End User Services)

May 2025 – Oct 2025

F2Onsite, contracted to CommonSpirit Health at CHI St. Vincent Hot Springs | Hot Springs, AR

- Supported CHI St. Vincent's Epic go-live as NSP Analyst, auditing workstation, network and printer readiness, including the network jack behind each of the 400+ workstations installed.
- Personally deployed ~400 of the 495 Windows 11 workstations the End User Services team installed in 72 workdays, across hospital units, medical office buildings and outlying clinics.
- Validated builds before they reached clinical areas, verifying Active Directory placement, Imprivata sign-on and Citrix-delivered Epic on AppStation, Lightly Managed and BCA (business continuity) workstations imaged 15 at a time through Microsoft Configuration Manager.
- Reported project status against the timeline: maintained the master deployment tracker, measured team pace (about 7 workstations per workday), and forecast completion of remaining units for upgrade status meetings with project leadership.
- Troubleshoot failed configurations (Group Policy refresh, auto-login reinstall, Active Directory and BitLocker issues) and replaced a physician's workstation when Epic login failed.

Earlier Healthcare IT & Enterprise Systems Career | Selected roles

- **CIS Support Analyst, SmithKline Beecham Clinical Laboratories (now Quest Diagnostics):** Implemented and supported PC-based clinical information systems in physician offices across 4 states: site assessments, hardware and software installs, updates, testing of new CIS products, CPU-to-CPU interfaces coordinated with outside vendors, and training for clinical and lab staff.

- **Unix Systems Administrator, Alcatel-Lucent / DSC Communications (7 years):** Supported 3,000+ engineers and staff, keeping 1,180+ Unix workstations (Sun, HP, SGI, Apollo) and 29 servers (Sun, HP, NetApp, Auspex) running; provisioned user accounts; carried regular on-call duty; administered Oracle and Sybase databases; consolidated DNS domains enterprise-wide; wrote end-user documentation and training.
- **Unix Systems Administrator (Contract), TEKsystems / Verizon Database Marketing:** Ran Unix/Oracle servers for a 200-person database marketing division: production backups, OS upgrades, automated list processing and documentation of the computing environment.
- **Engineering Support Technician, Boeing 777 Division:** Administered a SAS-based database and its technical documentation for Buyer Furnished Equipment tracking; received a Certificate of Achievement for Outstanding Performance from 777 Division leadership.
- **Additional experience:** Medical front office (North Texas Physicians & Surgeons); database programming and business analysis (BSM Computers / IRG Technologies); litigation support; technical writing in telecommunications, finance, real estate and aviation.

CLINICAL & BUSINESS OPERATIONS EXPERIENCE

Registered Nurse, Dialysis

Sep 2022 – Nov 2022

Fresenius Medical Care | Dallas, TX

- Provided direct RN care to patients receiving dialysis in an outpatient clinic.

Licensed Massage Therapist; IT, Data & Operations Support

Dec 2013 – Dec 2022

Siena Massage • EMSO III Enterprises • SPA810 • The Massage Company | Dallas-Frisco, TX

- Delivered 5,600+ client services as the highest-volume therapist at EMSO's Frisco location and #2 among male therapists across Siena's two locations, while serving as staff's go-to IT support for Windows, iOS, Android, printers and networks.
- Recommended MindBody Online to replace manual scheduling, then electronic SOAP charting in MindBody to replace paper notes (adopted in 2021); gave input on the client-intake and policy rewrite at management's request.
- Built P&L reporting spreadsheets and business-intelligence briefings for owners (ESRI Tapestry segmentation, CRM data cleanup, direct mail, SEO); generated 1,000+ targeted sales leads with Acxiom/USADATA.

EDUCATION

Bachelor of Business Administration, Information Systems Management

University of North Texas, Denton, TX

Associate of Science, Nursing (with Honors, Phi Theta Kappa)

Collin College, McKinney, TX

PROFESSIONAL AFFILIATIONS & ACTIVITIES

- Member, Healthcare Information and Management Systems Society (HIMSS); Board of Directors, Arkansas HIMSS Chapter.
- Author, HIMSS Word of the Day series (kristof.org): plain-language explanations of HIMSS Dictionary terms with clinical context and CAHIMS exam prep.