

MICHELE HO'OPI'I

OBJECTIVE

Serve our community in the care of iwi kupuna

SKILLS & ABILITIES

Good communication and people skills.

Able to adapt to changing environments.

Proficient in gathering information to problem solve issues

Solution oriented

EXPERIENCE

1989 – 2006 Maui Medical Group, Inc., Wailuku

1989 – 1993 Medical Records Clerk

- Prepare, gather information, and document patient charts
- Maintain, organize, and file patient charts accurately
- Create copies for patients and external medical facilities
- Safeguard and deliver patient records to appropriate offices
- Comply with HIPPA standards

1993 – 1995 Accounts Payable Clerk

- Prepare and process bills, invoices, and bank deposits
- Reconcile the accounts payable ledger for proper billing and payments
- Verify, investigate, and resolve discrepancies
- Generate reports detailing account payable status
- Understand expense accounts, cost centers, and compliance issues

1995- 1997 Human Resources Clerk

- Prepare, process, and review employee files, payroll records, and confidential documents
- Assist in administering employee benefit programs and activities
- Schedule meetings, sort/distribute mail, and maintain files
- Maintain cooperative work relationships
- Assist with HR questions, forms, and applications

1997 - 2006 Information Technology Specialist

- Responsible for the implementing and maintaining of IT systems
- Diagnose, troubleshoot, and resolve computer and printer system errors
- Diagnose, troubleshoot, and resolve Local Area Networks (LAN) Wide Area Networks (WAN) and system servers
- Technical support for computer and printer systems; software and hardware
- Maintain computer and printer hardware inventory and warranties

- Coordinate with external IT consultants and contractors
- Monitor, respond and resolve helpdesk requests
- Maintain open cross departmental communications

2006 – Present Hawaiian Electric Company – Maui, Moloka'i, Lana'i

2006 – 2019 Information Technology Desktop Specialist

- Responsible for implementing and maintaining IT systems
- Diagnose, troubleshoot, and resolve computer hardware and software systems
- Diagnose, troubleshoot, and resolve Local Area Networks (LAN), Wide Area Networks (WAN), and 3rd party networks
- Diagnose, troubleshoot, and resolve system servers: file directory, active directory, printers, and 3rd party systems
- Maintain computer and printer inventory and warranties
- Monitor, respond, and resolve helpdesk requests
- Assist with CCTV, access control, and intrusion hardware cabling
- Maintain network security by monitoring computer and server systems
- Manage and monitor user account logins
- Analyze systems, security controls, and event logs to ensure system security
- Assist with Cat5 and fiber cable replacements
- Maintain open cross departmental communications

2019 – Present Asset Data Operation Analyst

- Maintain and track the installation, removal and updating of utility field equipment for Maui, Oahu, Big Island
- Data cleansing maintenance and reporting
- Troubleshoot and resolve SAP system and Mercury errors
- Coordinate mapping functions with Geospatial Information Systems
- Perform utility equipment field inspections for accurate data and placements
- Maintain open cross departmental communications

Education

Henry Perrine Baldwin High School
 Maui Community College
 University of Phoenix