

## Steven Gipson

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## Experience

December 2022-Present

### **Partnership for Children of Cumberland County-** *Quality Assurance Specialist I*

- Assists with compiling monitoring and other quality assurance reports
- Data entry into databases for use in analyses and reports
- Acts as liaison to the Planning and Evaluation committee
- Assists with vetting new database software

June 2020 - May 2022

### **South East Imaging, University of Arkansas Medical Center-** *PACS (Picture Archiving and Communication System) Administrator*

- Maintains database integrity.
- Assists physicians, customers and end users with various troubleshooting issues.
- Interacts with the public and outside facilities to ensure timely access to records.
- Imports and exports data.
- Prioritizes by situational severity to ensure records and information are available based upon most urgent need.
- Trains new employees on proper procedures, policies, workflows and intricacies of situational complications.

June 2016 - June 2020

### **Radiology Associate PA (RAPA), Little Rock, AR -** *Helpdesk Engineer*

- Entered patient information into the medical record system.
- Requested patient information from various sites.
- Operated the RAPA IT helpdesk.
- Assisted in the implementation of a new archive, worklist and image viewing system.
- Responsible for RAPA IT inventory.
- Prepared and implemented new workstations in local and remote RAPA locations.
- Assisted users via phone, through remote terminal services and via LogMeIn and Teamviewer software systems.
- Created new users, removed users and updated information in Active Directory and other software.
- Solved simple and complex issues dealing with hardware and software according to policies and procedures.

November 2009 - October 2020, October 2015 - September 2018

### **Sam's Club, Little Rock, AR -** *Associate*

- Provided excellent service to members.
- Zoned sales floor to keep merchandise stocked and accessible.
- Assisted members in finding items on the sales floor.
- Prepared Click and Pull orders in a timely manner to ensure that they were ready for members to pick up.

- Operated register with no monetary mistakes.
- Refunded and replaced items for members.
- Checked out members in a timely and effective manner.

May 2014 - November 2015

**Methodist Family Health, Little Rock, AR** - *Behavioral Instructor*

- Worked with youth using the Teaching Family Model, including: preventative teaching, effective praise, corrective teaching, self government and motivation systems.
- Completed all required observation notes and incident reports on time and in accordance with company policy and insurance guidelines.
- Developed and maintained positive relationships with clients.
- Assisted clients with assigned school work.
- Trained in Crisis Prevention Intervention (CPI), first aid and CPR.

October 2012 - April 2014

**Walmart, Little Rock, AR** - *Electronics Sales Associate*

- Assisted customers in locating items.
- Answered questions about products to assist customers in selecting the best product for their specific needs.
- Checked out customers.
- Frequently worked in other service areas to best serve the organization and customers.
- Merchandised sales floor.
- Assumed responsibilities of department supervisor after previous associate vacated position.

November 2010 - May 2011

**Arkansas Minority Health Commission, Little Rock, AR** - *Administrative Assistant*

- Managed sponsorships
- Represented AMHC at various health fairs
- Received and processed applications for Camp iRock

## Education

January 2021- May 2022

**University of Arkansas, Little Rock, AR** - *Graduate Certificate*

Graduate certificate in human resources and organizational management. Completed 18 hours of graduate level courses in the following topics: human behavior in the workplace, interpersonal communication practices, business communications and employment law.

August 2008- May 2019

**University of Arkansas, Little Rock, AR** - *Bachelor of Arts*

Bachelor of Arts in History, with emphasis in Information Technology and Secondary Education

## Volunteer/Hobbies

January 2018 - May 2022

*Community Event Organizer*

- Scheduling, time management, improvisation, critical thinking, comprehension, adaptability, risk management, probability planning, technical problem solving and team building.