

Renee Takahashi-Brooks

Senior Systems Analyst and Acting IT Lead | Systems Analyst

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PROFESSIONAL SUMMARY

Senior systems analyst stepping into IT management after acting as team lead for a nine-clinic medical group. Supervised three technicians, ran the weekly ticket review and owned the relationship with the managed security provider. Comfortable presenting to practice owners, building a small budget and keeping HIPAA safeguards documented. ITIL 4 Foundation certified and finishing a project management course.

EXPERIENCE & PROJECTS

Delta Oaks Medical Group · Sacramento, CA

Feb 2023 — Present

Senior Systems Analyst and Acting IT Lead

- Supervise three support technicians covering nine clinics, setting weekly priorities and running a Monday ticket review that cleared a backlog left from a staffing gap.
- Coordinate with the managed security provider on quarterly vulnerability scans and follow-up fixes, reporting progress to the practice administrator in plain language.
- Drafted the clinic group's first acceptable-use, password and device policies, which the compliance officer adopted for annual HIPAA training.
- Built a hardware replacement plan and first-year budget for aging exam-room PCs, approved by the owners after comparing lease and purchase quotes from two resellers.

American River Family Practice · Roseville, CA

Jul 2019 — Jan 2023

Systems Analyst

- Administered Microsoft 365, the phone system and the practice-management server for 120 staff, and moved email from a local server to Exchange Online.
- Trained front-desk teams on phishing awareness after a near-miss invoice scam, and set up reporting so suspicious messages reached IT within minutes.

Service catalog redesign

- Grouped clinic requests into a short Freshservice catalog with forms and approval rules, so staff picked the right request type and technicians stopped chasing missing details.

EDUCATION

BS, Business Administration – Management Information Systems

2019

Capitol Valley State University

SKILLS

Technical: Team supervision, Service desk operations, Freshservice, Microsoft 365 administration, Microsoft Entra ID, Intune, HIPAA security safeguards, Vendor coordination, Budget tracking, Policy writing, Phone system administration, Staff training

Certifications: ITIL 4 Foundation · CompTIA Security+