

Professional Summary

Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Information Specialist experienced in managing data for employers and clients and distributing information across organization. Analyzes data, supports security, organizes and classifies, maintains records and contributes to team efforts. Expertise in information technology, technical understanding, documentation, reporting, customer service and process improvement.

Skills

- Customer service expert
- Technical issues analysis
- Staff education and training
- Desktop support
- Data Entry
- Software diagnosis
- MS Office
- Project Management
- Documentation
- Data Collection
- Technical Support
- Inventory Management
- Research
- Time management
- Strategic Planning

Work History

Information Technology Specialist, 12/2018 to Current

Marathon Petroleum Corporation – Jefferson Hills, PA

- Researched and resolved account and service problems with friendly, knowledgeable support.
- Documented customer concerns and inquiry resolutions in internal computer system.
- Gathered and interpreted stakeholder feedback to shape design solutions to meet business and consumer needs.
- Listened to customers in actively to assess issues and provide accurate information.
- Conducted analysis to address customer preferences and feedback for value-added electronic data interchange start-up corporation.
- Accessed multiple databases to investigate customer questions and concerns.
- Led efforts to pursue creative methods to gather and interpret customer perspectives, partnering with senior management in product, strategy and IT initiatives.
- Performed research activities to understand consumer needs and opportunities to inform and validate ideas (prototypes, wireframes and sketches).
- Utilized feedback in guiding hosting of data files to transport data.

Cloud Architect, 12/2019 to 01/2021

Rtx – Santa Barbara, CA

- Oversaw development and maintenance of organization computer systems and intranet.
- Defined enterprise processes and best practices and tailored enterprise processes for applications.
- Managed use of various types of databases and configured, installed and upgraded new ones.
- Built and maintained network infrastructure consisting of Windows, Linux and virtual products.
- Wrote and maintained custom scripts to increase system efficiency and performance time.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Provided 2nd and 3rd level technical support and troubleshooting to internal and external clients.
- Managed and monitored all installed systems for highest level of availability.
- Resolved issues related to operational components for LAN, WAN and voice systems.

Integration Specialist, 11/2017 to 12/2018

Radancy – Garland, TX

Develop and maintain services used in application integrations.

Design integration solutions and document the design in accordance with best practices.

Work with development teams to architect, design, build, and implement application integrations.

Develop and maintain data integration components such as SQL queries, stored procedures, data extraction and cleansing, and integration with system front end components.

Write PL-SQL code to retrieve appropriate data as derived from requirements.

Build reports and/or data extracts to support business analysis.

Support development on resolving system defects, acting as liaison, and developing solutions.

Coordinate directly with business users and business analyst to best understand and analyze business specifications.

Provide technical assistance to troubleshoot and resolve integration errors.

Project Leader, 11/2015 to 06/2017

Emmes – Rockville, MD

- Supported users both local and by phone with problem resolution and education.
- Installed equipment for data communications networks including cabling, wireless routers and telephone systems.
- Troubleshoot hardware and software to determine and rectify network problems.
- Developed requirements analysis, applications assessment and implementation for LAN software.
- Ran cabling and installed data drops for new node installations.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
- Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.

Education

High School Diploma

Bronx Regional School - Bronx, NY

Associate of Science: Computer And Information Sciences, 2019

Lehman College of The City University of New York - Bronx, NY