ALANA OKUNEVA

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WORK EXPERIENCE

INFORMATION TECHNOLOGY INTERNSHIP PROGRAM 05/2015 - PRESENT
Philadelphia, PA

- Assist in updating technical and end user documentation
- Propose options to resolve any identified process or technical deficiency
- Assist in troubleshooting of various systems
- Assist in performing preventative maintenance and upgrades on various systems
- Develop skills vitally important in today's business environment including team-based interaction, the ability to manage outcomes without having direct authority over others, and the capability to aid in the definition and the direction of IT initiatives
- Learn about and become familiar with day-to-day operations of the ITS organization through hands-on learning and mentoring
- Participate in shadowing ITS professionals
- Work on project planning through collaboration
- Use computer skills to contribute to various projects

BUSINESS & INFORMATION TECHNOLOGY INTERNSHIP 11/2012 - 12/2014
New York, NY

- Applications Support & Development
- Project Management / Manufacturing Operations
- Enterprise Data Warehouse and Business Intelligence
- Cyber Security, Risk Management, and Access Management
- Retail Point-of-Sales Solutions
- Enterprise Resource Planning (SAP)
- Assist with the migration of Crystal Reports to Microsoft Reporting Services

INFORMATION TECHNOLOGY INTERNSHIP 09/2009 - 07/2012
New York, NY

- Assist in facilitating meetings and/or discussions
- Assist in capturing, documenting, and validating user requirements
- Obtains and maintains up-to-date knowledge of the company's business functions, work processes and systems. Keeps abreast of industry trends and technologies
- Applying technology solutions to solve business challenges
- Data assessment and validation
- Assist Domain Architects with current projects
- Perform special projects as determined by the Domain Architects
- Assist in needs analysis and solution research for strategy and projects

EDUCATION

NEUMONT UNIVERSITY 2003 - 2008
Bachelor's Degree in Computer Science

PROFESSIONAL SKILLS

- Strong interpersonal skills, to effectively communicate with co-workers and employees at all levels
- Gain working experience in the creation and testing of web services using Java, .Net and/or XML skills
- Possess strong thinking/problem-solving skills which can be applied to business processes with a "can-do" attitude
- Possess strong problem solving, analytical and creative thinking skills
- Build your own skills and knowledge through the job experience, coaching & training
- Excellent people-skills (outgoing, approachable, motivated to help), including the ability to train end users on security and other aspects
- Excellent collaboration skills and working comfortably across teams