JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

PROFESSIONAL PROFILE

Highly motivated and self-driven Systems Analyst with vast experience in various environments and technologies in support of multiple departments across the enterprise. Expertise in Software Development Lifecycle (SDLC) and Computer Systems Validation (CSV). Looking for an opportunity to apply and develop strong analytical skills and problem solving techniques.

QUALIFICATIONS

- Documentum DCM and Documentum D2, MS Access, VBA, C, C++, some HTML, Assembly language programming.
- Project leadership, strong technical skills, analytical skills, problem-solving skills, organizational skills and communication skills
- Systems analyst, general application support, software development, data communications, System administration
- Expertise in SDLC on small to large projects
- Proficient in SDLC and Computer Systems Validation Requirements and Documentation

RELEVANT EXPERIENCE

EXPERIENCE

1999 to 10/2015

Consultant
Yardi – Waltham, MA

- Provides consultant expertise in various roles supporting McNeil Consumer Healthcare including but not limited to the following applications: shop floor application, document management application, timekeeper application, business process applications.
- Knowledgeable in the SDLC process and GxP, SOX compliant applications.
- Most supported applications have been FDA validated applications requiring significant Computer System Validation experience.
- Project Leadership roles in several projects including application upgrades.
- Provides support to a GxP compliant document management application based on Documentum D2 as well as older Documentum DCM environments.
- Support includes detailed analysis of issues including document transformation, printing issues, reporting and general user troubleshooting.
- Providing Level 2 Production Application support, attend to user requests through ITSM and emails Monitoring the Support Mailbox during the Support hours Generating Scheduled and Adhoc Reports for Users Daily Consistency Checks to ensure proper functioning of the servers, services and Documentum jobs and other related activities Bug fixing in the application supported that may require Change Requests Providing solutions to minor Enhancements in the Application that requires Change Requests Responsible for Doing Root cause analysis for recurring issues.
- Escalating to Level 3 Support/ application Core Team where issue is out of scope of Level 2.
- Follow up with different support groups like Windows Team, DBA Team as and when needed Monitoring the Validation Environment to ensure proper functioning.
- Monitoring the Training Environment to ensure User Training can run smoothly.
- Provides support to SOX compliant payroll application which tracks the hourly wage employees times and reports into the J&J corporate system.
- Provides support to multiple Microsoft Access database and applications.
- Prior support including designing, developing and testing VBA code in the databases and Excel spreadsheets.
- Provided support to FDA-validated manufacturing application that aided the shop floor in reporting activities involved in the manufacturing process as well as creating, managing and reporting on non-conformances.
- Involved in various roles and projects to support IT rollouts and upgrades of the Windows operating system.

01/1990 to 01/1999

Consultant
Yardi

- Provided consultant expertise to customers in various roles and expertise including but not limited to the following responsibilities: Provided design, development, testing and support for Client/server messaging application to provide the communication between VAX and IBM systems for a large steel company.
- Provided design, development, testing and support for and electronic batch record application within a large team consisting of consultants and customer.
- Provided relational database expertise on multiple projects for various applications and technologies.
- Provided training for several Digital products to customers.
- Provided system administration support to several customers.

01/1985 to 01/1990

Systems Programmer
Intel Corp. – Dallas, TX

- Designed, developed, tested and supported a real-time client/server application to provide messaging.
- communications from a VAX/VMS application to an IBM application.
- The application tracked the movement if trains.
- and locations.
- The application was originally written in assembly language and later converted to C.
- Provided general system and network administration support.

EDUCATION

1996

M.S: Computer Science Data Communications
Villanova University - Villanova, PA
Computer Science Data Communications

1985

B.A: Computer Science
LaSalle University - Philadelphia, PA
Computer Science

SKILLS

analytical skills, Assembly language, C, C++, Client/server, communication skills, consultant, Data communications, database and applications, DBA, databases, designing, document management, Documentation, Documentum, some HTML, IBM, managing, manufacturing process, messaging, Microsoft Access, MS Access, Excel spreadsheets, Windows operating system, Windows, Windows 2000, Windows XP, network administration, Operating Systems, organizational skills, payroll, programming, Project Leadership, real-time, relational database, reporting, SDLC, servers, System administration, User Training, troubleshooting, upgrades, Validation, VAX, VAX/VMS, Vista, VBA, Windows Server, written

AFFILIATIONS