**ETHAN REEVES**

2030 NW Lovejoy St Apt 10

Portland, OR 97209

(402) 689-3568

ethan.reeves82@gmail.com

**Education:**

**University of Nebraska at Omaha,** Omaha, NE. Major in MIS. 8/02-5/03

**Iowa Western Community College**, Council Bluffs, IA. Associate of Science Degree in computer science

**Work History:**

**Epiq Systems**

**Business Systems Analyst, 1/19 – Present**

* Create technical requirements based on the lifecycle of Class Action lawsuits, functional requirements and the incoming data in order to determine and document the data-oriented solution
* Liaison between Client Services (business) and Data Analysts (technical) and various other stakeholders to keep project work within requirements, timelines and standards
* Collaborate with QC Analysts to design and implement testing strategies to ensure successful deployment

**Kiewit Corporation**

**Technical Analyst, Oracle Primavera, 2/17 – 1/19**

* Real time resolution of technical issues for end-user P6 application and SQL coding issues for database platform production environments
* Interdepartmental coordination and troubleshooting for vendor issue resolution
* Application administration tasks including platform maintenance, end-user security, environmental maintenance, process revision/documentation
* Coordinated multiple deployment/testing teams, vendors and end-users executing application maintenance, configuration and deployment in P6 testing/production environments

**Technical Analyst, SAP/FICO 11/13 – 2/17**

* Worked with end-users, developers and system engineers for resolution of technical issues across multiple applications supported within the team
* Coordinated multiple deployment/testing teams, vendors and end-users executing application maintenance, configuration and deployment in SAP testing/production environments
* Fulfilled the role of Business Analyst for project work related to supported applications in addition to support tole
* Maintained process revisions based on SAP FI/CO needs and best practices
* Built documentation of application and processes from the ground up
* Complied with departmental standards, met SLAs and reporting requirements

**Aureus Group – Contractor, Kiewit**

**CIS Team Lead, 6/11 – 11/13**

* Tech lead – Level 3 team for Kiewit custom applications and 3rd party applications (COTS/AIS team)
* Trained new team members to required levels of application support and business processes
* Provided vendor management of application contract requirements, etc. and worked with the developers on end user support for in-house applications
* Technical and functional support for Legacy US/Canadian payroll process on all levels (PeopleSoft)
* Transitioned support of multiple applications from the field, documented the applications and their processes, refined said processes and transitioned support down to the Service Desk level.

**Kiewit Service Desk Technician, 11/10 – 6/11**

* Remote help desk troubleshooting of Enterprise applications for Kiewit and support of multiple Windows OS platforms, Microsoft Office suite, VOIP, network/intranet connectivity.
* Administration of Active Directory/Exchange, Windows Server, SAP, Blackberry Enterprise Server.

**Keyon / Speednet LLC,**

**Network Operations Technician. 2/07 – 11/10**

* Active monitoring, maintenance and upgrading of the company’s wireless network and its components.
* Providing technical assistance and support for Customer Support as well as problem determination and resolution across network environment as determined by the Engineering department.
* Managed technical service work orders company-wide, determining collecting and approving payment for said work orders, reporting the necessary information to multiple departments for internal quality assurance purposes.

**Senior Customer Support Specialist. 3/05-2/07**

* Troubleshooting wireless and dial-up Internet connectivity for residential and business customers.
* Responsible for maintaining Internet connectivity for all Windows and Mac operating systems as well as programming customer premise equipment.
* Duties include technical support for wireless Internet equipment, billing support, sales, customer equipment programming.

**Summary Of Qualifications:**

Experienced Technical Analyst with a demonstrated history of working in the legal and construction industries. Strong finance professional with XML, ABAP, SQL coding support for SAP-FICO applications, P6, BW/BPC, OCR software applications. Ability to multi-task, fill in and cross train in a fast paced environment. I’ve proven that I can prioritize the urgency of multiple demands and assume responsibility to make things happen time and time again. Self-motivated team player who is able to work on my own with great communication and technical support/customer service skills as well as excellent organizational skills. Associate’s Degree in microcomputer support. Seventeen years technical support experience.

**References:**

Furnished upon request.