

# DiAngelo Conley

## Network Operations Analyst

Saint Ann, MO 63074

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+1(314) 7404140

Detail-oriented problem solver with a strong interest in leveraging analytical skills to excel in the field of data analysis.

Willing to relocate: Anywhere

## Work Experience

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### Network Operations Analyst

Spectrum Reach Media - Saint Louis County, MO

July 2022 to Present

- Proactively contributed to simplifying and improving the customer experience for internal stakeholders, external partners, and vendors through data-driven insights and process enhancements.
- Updated and optimized workflow diagrams, ensuring efficient and transparent internal processes.
- Diligently managed and organized documentation and contact escalation documents, facilitating seamless knowledge sharing among team members.
- Maintained configurations for critical data analysis tools (MSM, Sky Vision, CMI, etc.), ensuring consistent tool performance and reliability.
- Expertly diagnosed and resolved connectivity and Aspera-related issues, minimizing disruptions in data transfers and maintaining data integrity.
- Successfully tackled schedule-related processing issues, collaborating effectively with internal departments, external partners, and vendors to ensure smooth operations.
- Investigated and resolved issues related to run rate, leading to improved data processing efficiency and reduced operational bottlenecks.
- Prioritized effective communication by ensuring all unresolved issues were clearly documented and shared during shift handoffs.
- Crafted and delivered clear and concise written communications to convey complex workflow details to stakeholders, ensuring understanding across all levels of the organization.
- Consistently met third-party schedule and verification delivery requirements, fostering strong partnerships with satellite providers, cable companies, and broadcasters.
- Demonstrated adaptability by swiftly adjusting to changes in complex workflows, maintaining productivity and quality standards.
- Collaborated in the successful implementation of new data analysis processes and workflows, contributing to improved operational efficiency and data insights.
- Flexibly undertook additional duties and special projects as requested by supervisors, showcasing a commitment to the organization's success.
- Generated, processed and ran reports to communicate errors and trends to partners.

### Mail Handler Assistant

USPS - St. Louis, MO

June 2020 to July 2022

- Ensured timely processing of mail, meeting all required deadlines.
- Dispatched mail promptly, ensuring it reached the appropriate recipients in a timely manner.
- Sorted mail accurately, utilizing organizational systems to streamline mail handling.
- Utilized an RF scanner to track and manage mail, ensuring proper documentation.
- Expertly unloaded and loaded mail for processing

### **Pharm Tech III/ Customer Service**

Omnicare, a CVS Health Company - Hazelwood, MO

September 2019 to June 2020

- Developed strong customer service skills, interacting with patients and addressing their needs over the phone.
- Assisted with medical records, maintaining confidentiality and adhering to privacy regulations.
- Collaborated with the back end team to ensure accurate and up-to-date documentation.
- Followed up on any missing or incomplete information, ensuring the medical records were comprehensive.
- Successfully filled doctor's requests, communicating effectively through email, phone, and fax.
- Actively reached out to clients and MD offices, requesting any additional information needed for medical records

### **Reimbursement Specialist Lead**

Express Scripts - St. Louis, MO

December 2015 to May 2019

- Collaborated effectively with staff, clients, and partners to verify the accuracy of case information
- Conducted comprehensive training for Intake employees on new process enhancements
- Monitored and ensured adherence to company protocols and guidelines by all employees
- Regularly checked the Right Fax server for any unsuccessful medical documentation or fax transmission
- Assisted in distributing workload to meet Turnaround Time (TAT) requirements for all queues
- Reviewed attendance records to optimize workflow management
- Generated custom reports to identify intake errors and proactively address them
- Prepared consent reports to identify and rectify any errors
- Developed new Intake workflows to enhance efficiency and streamline processes
- Created job aids to support new hires in understanding and performing their roles effectively
- Assisted Supervisor and Leadership in resolving client escalations
- Conducted interviews to evaluate and select suitable candidates for employment
- Rectified ICD 9 codes and ICD 10 codes to secure case approvals
- Conducted timely follow-ups on cases to ensure prompt resolution and client satisfaction
- Developed and implemented a workaround to address computer errors and technical issues
- Provided daily updates to leadership to ensure alignment and progress in meeting TAT goals across all queues
- Supported virtual training and management of employees to optimize remote work effectiveness
- Troubleshoot CRM and Citrix software to address any system-related issues
- Assisted the IT department in the setup and configuration of computers and workstations.

## Education

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### **Certificate in Data Analytics**

Coursera - Remote

April 2022 to Present

### **Certificate in Computer Networking**

Cisco - Remote

November 2022 to November 2022

### **Certificate in Information Security**

Cisco - Remote

November 2022 to November 2022

### **Certificate in Information Technology**

Coursera - Remote

August 2021 to March 2022

## Skills

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- Basic Software Troubleshooting
- SharePoint
- Microsoft Office
- Network security
- Encryption
- System administration
- Process management
- Package and software management
- VPN
- Software troubleshooting
- Computer networking
- Remote Connection and Virtual Machines
- Operating systems
- Active Directory
- Network Support
- IT support
- DNS
- VMWare
- Network Firewalls
- IPv4
- IPv6
- Network protocols
- Packet Tracer

- Data management
- Microsoft Excel
- Citrix
- Windows Remote Desktop
- Putty

## Certifications and Licenses

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### **Google IT Support Professional Certificate**

August 2021 to Present

Basic computer architecture, Operating systems (Windows, Linux), Remote connection and virtual machines, Computer networking, Software management, Troubleshooting, Customer service, Routing concepts, VPNs and proxies, Package and software management, Process management, Resource monitoring, Systems administration, Configuration, Centralized management, Implementing/managing directory services, Data management and recovery, IT security, Cryptology/encryption, Network security

Cisco networking and network devices, media, and protocols.

### **Google Data Analytics Certificate**

November 2022 to Present

- Gain an immersive understanding of the practices and processes used by a junior or associate data analyst in their day-to-day job
- Learn key analytical skills (data cleaning, analysis, & visualization) and tools (spreadsheets, SQL, R programming, Tableau)
- Understand how to clean and organize data for analysis, and complete analysis and calculations using spreadsheets, SQL and R programming
- Learn how to visualize and present data findings in dashboards, presentations and commonly used visualization platforms