CHANDRIKA JONES

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PROFESSIONAL EXPERIENCE

UNITEDLEX   **Charlotte, NC**
Systems Analyst Lead   **Oct. 2021 - Aug. 2022**

- Supported and maintained payroll, compensation, and benefits Salesforce applications utilizing the Salesforce Lightning Design System, a CSS framework.
- Interacted with stakeholders to gain better understanding of business requirements
- Collected and assessed data and information to construct and implement solutions
- Developed standard processes, processes, and deliverables for systems analyst team
- Lead development of UI utilizing HTML, CSS, and JavaScript
- Acted as backup Salesforce Admin – Performed tasks such as developing and maintaining profiles, email alerts, custom settings and permissions, etc.
- Created HTML templates within Salesforce that helped HR team better utilize platform.
- Worked cross-functionally with offshore vendor along with business analysts and database team on enhancing employee benefits and HR website.

TIAA   **Charlotte, NC**
Financial Services Consultant   **May 2020 – Oct. 2021**

- Communicated with TIAA customers via phone/email/chat to provide education and understanding regarding TIAA financial products and services.
- Assisted customers in meeting long-term financial goals through their retirement plans, a er-tax investments, insurance products, and investment choices.

Integreon Managed Services   **Charlotte, NC**
Systems Analyst   **Mar 2019 – April 2021**

- Monitored and managed system's day-to-day operations ensuring optimal system performance
- Responsible for handling upgrades, repairs, documentation, and proposing modifications
- Conducted unit testing as needed
- Utilized strong analytical and problem-solving skills, with ability to quickly identify issues and propose effective solutions
- Provided 24/7 software support for more than 250 employees while collaborating with 7 team members to ensure no disruption

EDUCATION

NORTH CAROLINA CENTRAL UNIVERSITY   **Durham, NC**
Bachelor of Arts in Psychology   **2005-2009**

SKILLS

- Technical Skills: Agile Methodology, Project Management, Technical Writing, Salesforce, GCP, JIRA, Docker
- Languages: Python, JavaScript, SQL, HTML, CSS, Java
- Soft Skills: Analytical Thinking, Problem Solving, Communication