ERIK ENOKA AKU

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PROFILE

I am an experienced Programmer Analyst with over 10 years' experience in planning, developing and supporting IT applications and Enterprise resource Planning Software. I have extensive experience in project management and vendor relationships, with strong communication and analytical skills. I am a creative problem solver with a proven track record in evaluating customers' needs and delivering the most effective and targeted solution to meet customer expectations. I am a Hyland OnBase certified System Administrator and certified Workflow Administrator. I have my A.A.S in Information Technology with a focus in Network Security and currently enrolled at Arizona State University where I am expected to graduate with a B.S in Information Technology in December 2022.

QUALIFICATIONS:

7 years professional experience supporting an Enterprise Resource Planning Application (Infor Lawson),

7 years professional experience with OnBase and Questys document management software, including workflows and design

7 years' experience with Microsoft SQL Database Servers utilizing tables and SQL scripts to extract data.

7 years professional experience supporting Finance and HR during end of year processing

7 years professional experience writing documentation, implementing training plans, and training staff

7 years professional experience in Telecommunications utilizing Cisco Unified Call Manager, AVST

7 years professional experience with the implementation, upgrade and configuration of BSI Tax Software, MHC Document Express, HDL Business License and Ascentis NOVAtime Timecard applications

7 years professional experience in workstation system principles, operating systems, system configurations, utility programs and operational procedures including Windows XP, Windows 7, Windows 10, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012 R2, Windows Server 2019, SQL Server 2008, SQL Server 2012, SQL 2019, IBM WebSphere, Windows Services, Wireshark, Fiddler, Server/Workstation Event logs, Hyland OnBase Diagnostic Console, Infor Landmark Grid, Infor LID

4 years professional experience managing IT projects utilizing Smartsheet, SharePoint and Microsoft Project

2 years' experience with DocuSign implementation, administration and workflow configuration.

Experience with the following languages: C#, Visual Basic, Python, Java, JavaScript, PowerShell, Transact SQL, HTML and CSS

Proficient in Project Management, with excellent Interpersonal, oral and written communications skills and a proven track record of evaluating customers' needs in order providing clients with technical solutions that exceed their expectations.

EDUCATION

ARIZONA STATE UNIVERSITY 12/2022	• Bachelor of Science, Information Technology – emphasis on Networking
HEALD COLLEGE	• A.A.S, Information Technology – emphasis on Network Security

City of Concord
April 2014 – Present

Programmer Analyst

Provide Enterprise Application support for the Concord Police and City of Concord for the following applications: Infor Lawson ERP, Ascentis NovaTime Time Keeping System, Hyland OnBase, HDL Business License, MHC Document Printing, Questica Budget, DocuSign, Microsoft and other various Enterprise Applications.

Duties included: managing environmental patches and updates to the servers and applications, managing database administration tasks such as database migrations, backups, restores, Maintenance Plans, and database Views. Developing and managing workflows within IPA for Accounts Payable and HR. Saved the City over 25k by developing an automated payment summary process that emails vendors who receive payment via ACH.

Researched and implemented a Document Management system for the City (Hyland OnBase) along with a document retention system (Nexsan Assureon) to create an electronic Trusted System (WORM appliance required to destroy official paper documents). This allowed to city to eliminate paper and digitize important documents while complying with state and federal requirements for document retention.

Implemented OnBase Agenda To Go and Mobile App Deployment to Elected Officials and Executive Team, which converted Paper Agenda Packets (hundreds of pages each session) into an electronic document in an iPad format, providing expanded efficiency and saving thousands of dollars in costs for paper packets.

Implemented OnBase Agenda Online/OnBase Minutes for City Council and various Boards and Commissions ; which allows City Clerk staff to seamlessly publish and create City Council Agendas, Minutes and Video to constituents

Facilitated the implementation of DocuSign throughout the city, which, with a new workflow, resulted in streamlined contract execution.

Provided integrations between OnBase and Accela that allows Accela documents to be imported to and retrieved from OnBase. Accela categories are mapped to OnBase Document Types.

Created new process flows for City Clerk's office in order to automate Physical Records Requests and Contract approvals. Developed a workflow to notify the IT and HR department when employees are terminated.

Utilized Visual Basic to calculate Travel Expenditure per diems rates and meal reimbursement costs in a Microsoft Word Template.

Utilized PowerShell to parse through a spreadsheet in order to normalize street suffixes from 3 characters to 2 characters.

Utilize JavaScript, HTML, and CSS to develop Infor Process flows within Design Studio

Utilize Transact SQL to develop reports and to troubleshoot application issues

Utilized my writing skills to create end user and technical documentation, meeting minutes status reports, and end user training programs.

Extensive Project Management skills - utilizing Smartsheet, SharePoint and Microsoft Project to manage projects, coordinate User Acceptance Testing, support and manage third-party vendors (meeting minutes, project documents, and tasks)

Consistently worked to manage and effectively communicate customer needs and processes to third party vendors. Meet with vendors on weekly basis, ensure accountability by taking effective meeting minutes, perform my own testing after vendor(s) make changes to applications to ensure QA/QC

Troubleshoot, Configure, and Administer Infor Lawson's Process Flow Application Server and Business Intelligence Server

Created and modified Crystal Reports for Accela and Infor Lawson

Performed VoIP Administration, Voicemail system, and cellular device configuration to assure high quality, reliable and innovative services to the public, Concord Police Department, Public Works, Parks and Recreation, Community and Economic Development, City Management and the government offices of other local municipalities

Implemented a solution within Lawson that allowed Parks and Recreation Managers to approve new hires on behalf of other management staff. The solution allowed the department to onboard employees at a faster rate while maintaining an audit trail and

R-Computer
July 2012 – April 2014

Desktop Support Specialist
Utilized Connectwise and ServiceDesk Manage Engine software to Set up, Manage and troubleshoot approximately 450 Microsoft Windows Desktops and notebook computers for the City of Concord

Maintain and troubleshoot Mobile Computers in Concord Police Vehicles including wireless connectivity, hardware and software such as MFD, Netmotion, CAD and Peripherals.

Perform VoIP Administration (Cisco Call Manager), voicemail system (AVST), and developed phone trees.

Work with third party vendors for software, hardware and printer support

Create, modify, and remove users and groups in Active Directory

Programming of Cell phones and other Mobile devices

Install and configure software (Modify .ini files and ODBC connection setup)

Provide end user support for network, telecommunications, hardware, and software problems and manage Microsoft Updates (WSUS)

Enterprise Application support (Office Suite, Lawson, Questys and various City applications)

Maintain inventory of all hardware and software resources and parts and Monitor and maintain the City's Intrusion Detection System (Sophos, Anti-Virus etc.)

Provide excellent customer service to City employees

Best Buy (Geek Squad)
04/2011 – 06/2012

Computer Technician
Performed virus removal on all Windows platforms, performed data transfers and backups and computer optimization, installed operating systems including XP, Vista, Seven, Fedora, Server 08 and BackTrack5, Advanced troubleshooting and repair including hardware replacement
Network troubleshooting and configuration