

# ROBERT SMITH

## Senior Application Analyst I

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Highly-motivated Trader Support Analyst providing on-site and remote technical services for the business, diagnosing IT issues and devising solutions for problems with over ten years of desktop expertise in window-based environments, application support and system administration of workstations. Exceptional customer service skills and ability to educate users in relevant current and future technologies.

## EXPERIENCE

### Senior Application Analyst I

#### EPIC@MONTEFIORE Montefiore Medical Center - 2014 - 2020

- Installed new applications, new components, and upgrades existing applications.
- Configured application settings and validate configurations performed by Application Analysts.
- Defined go-live, and rollout support schedule.
- Assisted in the coordination of field support activities.
- Provided go-live and rollout support.
- Support users on new applications, modules, and functionality.
- Oversaw analysis of necessary application modifications and work with the appropriate Montefiore IT associate or the vendor to coordinate the modification.

### Senior Application Analyst

#### Delta Corporation - 2008 - 2012

- Environment SAP R/3 (4.0B), BW, FI CO, SD, WM, MM & PP Responsibility Lead and implemented SAP Business warehouse system for enterprise data .
- Interacted with business and functional teams to design the data warehouse architecture for closing the gap between business process and decision .
- Epic Certified in Ambulatory and Identity for Helios (Henry Fords Electronic Integrated Information System Epic is a software program for the .
- Develop and document internal procedures to use in conjunction with Epic applications Set standards for naming and numbering conventions and security .
- Present - Assist with the design, build, validation, functionality, and testing of the Epic Radiant (Radiology) application - Implement workflow .
- This includes diagnostic imaging as well as invasive imaging exams.
- Daily meetings/conferences with Radiology administration and radiologists regarding overall system performance.

## EDUCATION

- Bachelors of Arts in Psychology - (Touro College - New York, NY)

## SKILLS

Microsoft Office, Epic, Project, Product Development, Product Launch, Project Planning.