Business Process Manager

ROBERT SMITH

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Objective

To achieve a position for a challenging opportunity in an organization to implement 15 years of business, education, marketing, communication, and leadership skills.

Skills

Microsoft Office, Management, Presentation.

Work Experience

Business Process Manager

The International Fellowship Of Christians And Jews - June 2006 – 2020

- Architected, designed and developed the current Data Warehouse to incorporate all donor giving and demographic information.
- SQL Server Integration Services and SQL Server Analytic Services are used to cube the data for dashboards and analytic reporting.
- Administered eight SQL Servers including ensuring the security and integrity of data, security of the servers, optimizing SQL statements and developing the backup and restore plan.
- Half of the servers exist in the AWS EC2 Cloud, half on premise as Hyper-V Virtual Servers on the local SAN.
- Database backups for the organization were done using Ola Hallengrens backup and maintenance solution to a mounted external hard drive on the network and then AWS Cloudberry was used to store the backups within the cloud for offsite redundant storage.
- The backup schedules were determined based upon an individual databases need.
- SQL Optimization and Performance Tuning was completed by analyzing SQL Profiler and Execution Plans as needed and completing any work that was necessary for speed improvements.

Business Process Manager

Delta Corporation - 2001 – 2006

- Responsible for cross functional business process improvements across the company.
- Documented business process break points.
- Selected and implement IT applications to resolve business concerns.
- Manage cross functional teams (HR, IT, Sales, Marketing, Facilities, Technical Support), to implement improvements and manage new hire.
- Responsible for new hire onboarding and off-boarding process improvements across the company.
- Documented HR business process.
- Project manage (process documentation, root cause analysis, and managing production) and successfully completing project to business partner/customer.

Education

Bachelors of Science in Information Technology - 2009(University of Phoenix)