

# ROBERT SMITH

## Jr. Information Management

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### SUMMARY

Over 7+ years of IT experience of which 4 years is in Production Support DBA and 3 years in ERP Implementation in various Industry verticals like Manufacturing, Retail, Finance and Energy Sector. Conversant with all phase of Software Development Life Cycle (SDLC) involving Systems Analysis, Design, Development and Implementation Extensive experience in managing production environment, on call/off hours support, 24/7 support, release and deployment management Extensive experience in Business Intelligence in MS SQL Server Integration Services, MS SQL Server Reporting Services, and MS SQL Server Analysis Services and supported all environment in production/UAT/Dev environment Expert in Developing SSIS Packages to Extract, Transform and Load (ETL) data into the Data warehouse from Heterogeneous databases such as Oracle, DB2 and MS Access.

### SKILLS

Information Management, Customer Service, Computers.

### WORK EXPERIENCE

#### Jr. Information Management

ABC Corporation - August 2012 – August 2014

- Assisted commander secretary whenever was needed.
- Shadowing position.
- Worked with organization and filing of paperwork.
- Learned about database modeling, ER relational schema mapping and the use of SQL queries.
- Enabled collaboration between retailers and suppliers by providing quality analysis, POS reporting, analysis training, and support services.
- Involved in testing the following services under Retail-Pay, Various Promotional, Event Pricing & Price Matching scenarios .
- Conducted Functional, Regression and Performance testing at different levels of Software Testing Life Cycle (STLC) .

#### Information Management

Delta Corporation - 2007 – 2012

- Data Quality Analyst (Production Support) Edifice is an information services company specializing in the collection, analysis and distribution of point-of- sale data used by retailers and suppliers to improve their supply chain efficiencies.
- Customer Service, Drive over base deliver mail, packages.
- worked customer service desk, mailed out mail from all offices.
- Office work, file clerk, typing up awards Accomplishments How to work as a team.
- Skills Used PC skills, attention to detail.
- Glenmont, NY Baton, Handcuff, pepper spray and use of force training Legal search and seizure procedures Fingerprinting procedures and identification .

- In charge of information management to the public and various city, state, and auxiliary agencies.

## SCHOLASTICS

- associates In Medical Assisting - 2012(Herzing University Online)