Geneson Subra

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**SUMMARY**

**Integration Developer & Senior Business Analyst with 10 Years’ Experience at Glory Global Solutions**

Software / Technical Support • Installations •Troubleshooting • Testing

Quality Assurance • Project Leadership • Vendor Relations • Software Training

**SKILLS**

Offer extensive experience across the complete SDLC including Agile methodology; adept at project management, vendor relations, testing, quality assurance, and team coordination. Extensive knowledge in installation and testing software. Provide strong L2/L3 support for Retail and Gaming software. Advanced knowledge in creating detailed SQL scripts, use case models, UML diagrams, Entity Relationship Diagrams (ERDs), data flow diagrams, sequence diagrams, collaboration diagrams, and activity diagrams. Excel at preparing test scope documents, test plans, and detailed test cases; strong talents in black box, functional, integration, and UAT. Able to facilitate user group meetings and clarify requirements for eCommerce and web application development for B2B and B2C purposes.

**Selected Achievements at Glory Global Solutions**

* Instituted staging method to test software and hardware at hub prior to shipment to **ensure rigorous adherence to plug & play expectation.**
* **Slashed travel costs** via remote software installation option, eliminating need for onsite presence.
* Recipient of 2017 **Outstanding Achievement recognition** for exceptional performance in delivering seamless CI server installations and creating associated training documentation.
* Recognized for 2016 contributions for **outstanding performance in CI server installations.**
* Designed Disney 64-bit PC Migration **setup/support document** to outline setup of new or replacement PC in Disney network, and authored eCR/Vallarta PC **setup/support document** for Vallarta stores network.
* Effectively **redesigned and deployed Vallarta store eCR/Crystal Report** to include user names and to **increase performance and customer satisfaction.**

**EXPERIENCE**

Glory Global Solutions, Lisle, IL, 2008 to Present

**Business Analyst / QA / Integration Developer**

* Currently enrolled in advanced SQL programming language and Python to increase coding and database knowledge.
* Extensive skills in installing Glory FI, Retail and Gaming in various Windows and Citrix hosting environment.
* Deliver Level II technical support for application issues, and partner with Watertown Call Center as SME to analyze and improve Level I and II phone support.
* Investigate issues through server logs, database logs and application logs. Perform SQL database recovery when necessary. Also, develop and track bugs via Mantis and manage the escalation process.
* Serve as software training coordinator and supervise Glory technicians and trainers during onsite hardware and software installations.
* Efficiently create test plans, test scenarios, test cases, and traceability matrices for black box, system, integration, and user acceptance testing.

**EDUCATION**

**Bachelor of Science in Electrical Engineering**

Tri State University, Angola, Indiana