Geneson Subra

**Title: Integration Consultant** 630 956 0262 | [Geneson.subra@us.glory-global.com](mailto:Geneson.subra@us.glory-global.com)

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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**

SQL, Python, Software testing, L2/L3 Software support, Data analyst, Machine Learning Algorithms, Hyperparameter tuning and optimization.

**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 & Level III 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

**Projects**

**Capstone 1:** Gun Violence in America using data analysis and visualization techniques.

**Capstone 2:** Predicting House prices utilizing several Supervised modeling techniques. Hyper tune the models the improve the predictions.