**QUALIFICATIONS**

Experienced Information Technology professional with a demonstrated history of working in the financial services industry. Assertive, efficient, and creative team player with a customer support background seeking an analysis position in the information technology sector.

**EDUCATION**

**Bachelor of Science,** Concentration in **Computer Systems Networking and Telecommunications**

Florida State College of Jacksonville

**Associate of Science,** Concentration in **Computer Information Technology**

Florida State College of Jacksonville

**ITIL V4 Foundation Certification**

**Cisco Certified Network Associate (CCNA) Certification**

**EXECUTIVE & TECHNICAL SKILLS**

|  |  |
| --- | --- |
| * 4+ years of IT experience designing business processes, and working process improvement * Over 2 years of experience managing technical vendors, and leading technical project teams * Excellent interpersonal skills, strong oral and written communication skills. * Ability to effectively communicate and present to all levels of business users and management * Proficient with query tools such as MS SQL | * Joint Application Development (JAD) * IT Project Management * CMM-Waterfall SDLC * Agile methodology * Service Delivery * Incident Management * Change Management * Problem Management * Highly motivated and organized |
| * Ability to define and solve logical problems for highly technical applications | * Self-Starter |
|  |  |
|  |  |

**PROFESSIONAL EXPERIENCE**

**Application Support II,**VyStar Credit Union, Jacksonville, FL **April 2018-Present**

* Collaborates with other IT areas in the research and design of tactical and strategic system solutions for business process and/or efficiency opportunities.
* Work with multi-functional teams to understand business needs and translating these needs into requirements utilizing Business Use Cases, User Stories, Business Requirements Document (BRD) and other document types.
* Provides 3rd tier problem resolution assistance for system deficiencies or errors and coordinates the prompt diagnosis and resolution of application system issues that have an impact on the production environment and document management of the Credit Union business departments.
* Coordinate with business stakeholders, vendors and consultants to design and develop solutions. This involved successful quality assurance testing, development, and support of those solutions.
* Monitor and evaluate the effectiveness of solutions, policies, practices and processes to ensure continuous improvement, good business relations, compliance and adherence to business and system requirements. Recommend improvements to achieve and deliver high quality, value-added services.

**Service Desk Technician,**VyStar Credit Union, Jacksonville, FL **March 2016- April 2018**

* Responds to end user calls to resolve application software problems or assist with hardware issues remotely when possible. Track tickets in an incident management system to properly identify problems and resolution for a shared knowledge base.
* Complete incident service level agreements in consultation with end users to establish problem resolution expectations and timeframes.
* Coordinates with fellow technicians, and higher tier support resources to expedite the handling of urgent trouble reports and share input for documentation of problem resolution to help build a skills knowledge database.
* Performed application administration of system files, parameter settings, software configuration tables, and local database edits.
* Demonstrated VyStar Excellence Behaviors in performing the duties and responsibilities.

**HONORS & ACTIVITIES**

Employee of the Quarter – VyStar Credit Union, 2019

Employee of the Quarter – VyStar Credit Union, 2013

**REFERENCES**

Available upon request