Nicholas Looney

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Executive Summary

Dedicated business professional with 14 years of experience managing projects, people, training, and documentation. Proficient in providing classroom, online, and desk-side software training for all skill levels and positions; rookies to vets; new hires to top management. Microsoft Office Ninja – Expert Word/Excel/PowerPoint/Outlook. Amateur Web Developer capable of developing basic web apps using HTML, CSS, JavaScript, JQuery, AJAX, and Git/GitHub.

Accomplishments

- Created a Software Boot Camp Program which I teach to all new secretaries, paralegals, and attorneys to get them up and running on all critical software utilizing correct business processes.
- Led a Chinese team to setup and manage critical software systems for Intel Fab 68 Dalian. Site recognition award.
- Site liaison for a multi-year Agile project to convert over 50 proprietary Visual Basic applications to C#.
- Created and managed global rollout of automated business software solution that saved over $3 million.

Professional Experience

McDonald Carano, LLP – Las Vegas, NV

Application Specialist and Trainer   Dec 2017 - Present

- Manage software training programs for 135 attorneys and support staff with varying backgrounds and skill levels.
- Create custom e-learning videos, computer lab training, remote training, quick reference material, quizzes, etc.
- Use chat, email, custom graphics, video conferencing, and desk-side visits to provide training and coaching.
- Evaluated, purchased, configured, and rolled out LegalMind Learning Management System (LMS).
- Configured, trained, and led Firm-wide deployment project for Paychex time and attendance management software.

IM Flash – Lehi, UT

Change Management Supervisor   Oct 2015 - Aug 2017

- Led a team of software configuration analysts who planned and executed critical changes to business software.
- Hired team members, led 1-to-1 meetings, delivered performance feedback, and managed training plans.
- Managed team workflow, software projects, LMS, KPIs, and 24x7 customer support via ITSM ticketing system.
- Produced SharePoint sites, quick reference material, and instructional emails to support retention.
- Reorganized work assignments and customer implementation meetings to improve request times by 30%.
- Created policies, procedures, checklists, flow charts, etc. to sustain >99.8% software change success rate.

IT Coordinator / Business Systems Analyst   Jan 2014 - Oct 2015

- Partnered with PMs, developers, SMEs, QA, and customers to drive enhancements through the SDLC.
- Facilitated user acceptance testing, defect management, and training initiatives supporting ~1600 employees.
- Advocated for customers by developing business cases, GUI mockups, process maps, and training materials.
- Led cross-functional teams, conference calls, working meetings, software demos, and status updates.
- Coordinated software releases, new feature/application training, and IT downtime with business teams.

Quality Systems Engineer   Jun 2012 – Jan 2014

- Led BPI projects; established teams, intent, AS-IS process, disconnects, and implemented TO-BE process.
- Used G8D methodology to own the human deviation program for ~1000 employees.
- Developed a web app to automate surveys and scorecards resulting in 50% increase in G8D completion.
- Translated ISO 9000|14000|18000 specs into plain language checklists used for conducting internal audits.

Change Management Engineer   Aug 2011 – Jun 2012

- Produced software enhancement business cases, training materials, procedures, and business rules.
- Led global business alignment teams to review, approve, and prioritize business requirements for software projects.
- Led complex manufacturing software rollout, configuration, testing, multi-level training, and defect management.
- Executed software training for new configuration technicians, project engineers, and customers.

Change Management Senior Technician   Nov 2009 – Aug 2011

- Provided Tier 2 technical support for all factory automation software systems within SLA.
- Processed change requests from an electronic inbox to setup, modify, and troubleshoot critical software.
- Managed change request workflow, business rules, documentation, and customer implementation meetings.
- Customized and utilized reporting software for troubleshooting and bulk configuration of business software.

Senior Equipment Technician   Nov 2007 – Nov 2009

- Performed scheduled and unscheduled maintenance on robotic semi-conductor manufacturing equipment.
- Maintained wafer transfer and overhead carrier transport systems. Executed the lead designate role.

Micron Technology – Manassas, VA

Engineer Trainer / Equipment Technician   Mar 2004 – Oct 2007

- Created training and documentation program for a department of ~50 team members.
- Identified activities, organized certification profiles, wrote all procedures and exams, developed training schedule.
- Trained and certified new technicians. Executed lead designate role.
- Performed scheduled and unscheduled maintenance on semi-conductor manufacturing equipment.

Education

DeVry University – Kansas City, MO

AAS Electronic and Computer Technology – Summa Cum Laude   Jul 2002 – Feb 2004