

Turae B. Crossley

146-03 226th Springfield Gardens, New York, 11413
E-Mail: turae.crossley@gmail.com. Phone: 718-705-2585

Summary of Abilities

Approximately 7 years delivering technical assistance, data migration, quality assurance, training and configuration of both web and database servers for local and international companies. My strengths are problem solving, communication, leadership and customer service.

- ◆ **Specialties:** Database management, quality assurance, technical support, web designing
- ◆ **Technical Proficiency:** HTML5, C#, C, SQL, Python, Django framework
- ◆ **Software Applications:** Visual Studio, Oracle, Microsoft SQL Server, MySQL and Office 365, Tableau, PowerBI, Postgres, MongoDB
- ◆ **Operating Systems:** Windows, IOS and Linux

Education

Master's in Computer Science

Monroe College

April 2018

Bachelor of Science in Computing

Information Technology Major & Enterprise Systems minor

University of Technology, Jamaica

2012

Certification

MCSA: Querying Microsoft SQL Server 2012/2014

2017

Relevant Experiences

Projects Completed:

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- Designed and developed an inventory management system for a hardware store that tracks inventory items (purchases & sales), generates stock level alerts and computes user requested reports. This increased productivity and profits
- Created a website using HMTL, CSS, and JavaScript to promote a local artist.
- Administered a computer lab for the university dormitory. Maintained the computers along with a network printer.
- Coded General Ledger extract for import into Sage GL to move from a manual spreadsheet entry and increase productivity.
- Coded employee static data and payment data extract for Business Intelligence ETL to assist JN bank HR team.

Professional Experiences

Benjamin Turner High School – Stem Educator

July 2019 – August 2019

- ◆ Conducted python classes for students new to coding.

Monroe College (King Graduate School) – Graduate Peer Tutor

Sept 2018 – April 2019

- ◆ Assisted graduate students with computer science related projects and course work
- ◆ Assisted graduate students with computer related issues in the computer lab.

JN Bank - Management Control Systems - Application Specialist

Feb 2015 -Aug 2017

- ◆ Created proposals for potential clients
- ◆ Completed data migration for international companies like Sutherland Global Services.
- ◆ Installed and configured payroll application for over 20 companies.
- ◆ Administered payroll application training sessions
- ◆ Configured and managed payroll databases
- ◆ Created custom payroll reports for multiple international companies
- ◆ Troubleshoot payroll issues and solution implementation
- ◆ Designed statement of work for new functionalities
- ◆ Quality assurance testing of new features
- ◆ Querying of payroll databases

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Xerox LLC. Technical Assistant **Dec. 2012-Jan 2015**

- ◆ Provided technical support and troubleshooting steps for customers within the US and Canada
- ◆ Supervised and dealt with escalated client cases and provided supervisory support to my teammates in terms of resolving issues

Honors and Awards

- ◆ Management Control Systems, Employee of the Year. **2016**