

IT BUSINESS SYSTEMS ANALYST IT BUSINESS SYSTEMS ANALYST IT SYSTEMS ANALYST

Independence, KY Authorized to work in the US for any employer Work Experience IT BUSINESS

SYSTEMS ANALYST University of Northern Colorado - Greeley, CO February 2017 to July 2019

Consults with departments, researches solutions, and collaborates with Greeley, CO vendors to identify tailored improvements to business processes. Feb. 2017 - Present Experienced in

digitizing forms and building associated workflows using Hyland OnBase software to improve productivity. Microsoft SharePoint Administrator of over 300 sites. Defined project scope and

facilitated implementation of Handshake software to increase student engagement and employment opportunities. Certified Digital Measures and EAB SSC/Navigate Administrator. SYSTEMS

ADMINISTRATOR University of Northern Colorado - Greeley, CO September 2014 to February 2017 Administrator of university-wide printing and implemented new Pharos Mobile Print

technology across campus. Managed streaming software (70 packages) on campus using Microsoft s Application Virtualization (App-V) software. Managed inventory of approx. 7,800

devices using WASP asset management software. Created and deployed software packages utilizing Microsoft SCCM DESKTOP SUPPORT TECHNICIAN II University of Northern Colorado -

Greeley, CO October 2012 to September 2014 Delivered timely technical support and education to faculty, staff, and students including enforcement of IM&T policies and proper reporting of potential

security incidents. Over 600 technical support calls closed annually and acted as main point of contact for multiple departments. SYSTEMS ADMINISTRATOR SAIC - Broomfield, CO April 2012 to

October 2012 Managed installation of software and patches on over 40,000 machines including servers and workstations using IBM BigFix management software. Created accurate

documentation for server maintenance tasks HELP DESK SUPPORT SPECIALIST SAIC - Broomfield, CO November 2011 to April 2012 Provided end-user telephone technical support and

training for users stationed worldwide. Analyzed potential network and application outages; coordinated with support groups to ensure prompt resolution. Education Associate in Electronic

Engineering Technology Southeast Community College - Milford, NE July 2003 to June 2005 Skills SYSTEMS ADMINISTRATION, TRAINING, DOCUMENTATION, Microsoft Office, MS Office

Name: Mark Bradshaw

Email: irwinkimberly@example.net

Phone: 750.321.2854