

Systems/Business/EDI Analyst Systems/Business/EDI Analyst Systems/Business/EDI Analyst West Chester, OH Experienced System/Business/EDI Analyst with over 25 years of experience assessing, reconstructing and advancing computer systems. In 20 years as a partner with the Cintas Corporation across several divisions, gained an excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Work Experience Systems/Business/EDI Analyst Cintas Corporation - Mason, OH 1999 to 2019 Accomplishments Developed superior problem-solving skills to analyze and resolve issues impacting business operations and goal achievement Resolved malfunctions with systems and programs through troubleshooting Organized system infrastructure documentation and operating procedures; therefore, strengthening controls and enhancing overall performance Added and improved new features and infrastructures and enhanced new user interfaces with different versions of MAS 200 across two Cintas divisions Developed 810 for EDI customers and worked with vendors on their 856 maps Delivered in-depth training to users for several applications, imparting knowledge of best practices for protecting data, system integrity, and minimizing errors Responsibilities Documented business processes and analyzed procedures to align with changing business needs Provided several types of operational support for high-volume customer and vendor accounts in rapid-paced environment Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues Assessed business needs and problem areas to create focused solutions on multiple applications Documented procedures and business processes and shared information with stakeholders Cintas' Rental Division HOST 2017 to 2017 Sage ERP Applications: MAS 90, MAS 200, Sage 100, Sage 2017 SAP ECC used for troubleshooting EDI issues and SAP Solman used for documentation Cintas' Rental Division HOST/CLASS platform which all Rental Locations operated their daily EDI business prior to migrating to the SAP environment OpenText's InoVisworks EDI portal for business transfers of EDI documents (810, 850, 856, 997) Software AG's webMethod's software focused on applications and business process integration Microsoft Windows 10 & Windows 7 | M.S. Office 2010 & 2016 products Supported a variety of "off the shelf" products and "in-house" applications

for the Accounting and Administration departments Systems Administrator Cincinnati Bell Telephone, Inc - Cincinnati, OH 1997 to 1999 Accomplishments Performed successful Y2K Compliance Testing on Fixed Assets software package Documented the Requirements Phase for the replacement/re-write venture of the OASIS system Completed the automation and enhancements for the Rate-Base Preprocessor on the OASIS application using MS-Excel and Visual Basic Administrator (VBA) Accountable to the end users with PC-related problems/support/upgrades Responsibilities Project Manager during the Analysis/Requirements Phase for replacement/re-write venture of the Regulatory Accounting OASIS's software 8.0 Accounting and IT Dept Manager Controls and Sheet Metal, Inc - Cincinnati, OH 1993 to 1997 Accomplishments Planned, administered, and implemented a computerized work environment for the Company Developed the ERP computer system for the Sales Team and Accounting Dept. Expanded other branch locations into a WAN network Responsibilities Supervised the Accounting Dept. functionality Executed purchases of new and diverse hardware equipment and software upgrades/enhancements for optimum performance Maintained and monitored network operations Incorporate system security for maximum user functionality Applications Education Bachelor of Science in Marketing University of Cincinnati - Cincinnati, OH Associate of Business Technology in Management Information Systems Cincinnati State and Community College - Cincinnati, OH Skills Technical support, Business analysis, Product development, Excel, testing Certifications/Licenses Driver's License Additional Information Skills Customer and vendor service excellence In-depth Product knowledge Technical support assistance Technical writing Product and upgrade recommendations Technical and Business analysis Project requirements Product development and testing

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