Business Systems Analyst/ Project Manager Business Systems Analyst/Project Manager Business Systems Analyst/ Project Manager Alpharetta, GA   Strong project management skills with ability to balance multiple responsibilities at once   Skilled in troubleshooting, analyzing data, and performing root cause analysis   Excels at technical problem solving while providing exceptional customer service Authorized to work in the US for any employer Work Experience Business Systems Analyst/ Project Manager Dell Secureworks - Atlanta, GA March 2016 to October 2016   Manage firewall remediation project of over 500 policies and 100,000 rules   Manage a team of 14 Engineers and 2 Business Analysts   Create project plans using Microsoft Project   Generate weekly reports tracking progress for both upper management and client   Schedule firewall policies to be redacted, reviewed, and submitted for remediation   Build a Responsible, Accountable, Consulted, and Informed (RACI) spreadsheet to delegate duties amongst colleagues   Create milestone schedule to set target dates for client   Maintain the master spreadsheet keeping track of all of the firewall policies and the steps needed for remediation   Utilize Remedy to track tickets for each firewall policy (500+)   Create, maintain, and complete change management requests   Help define process of implemented firewall changes   Schedule weekly workload for team to meet target number of rules (10,000+)   Organize document flows using Sharepoint   Utilize pivot tables and v-lookups to present data weekly IT Consultant Tin Roof Software - Atlanta, GA July 2015 to October 2015 As a Technical Project Manager for the Video On-Demand Development and Operations team at Cox Communications, I am responsible for the following: Managed a team of 5 resources responsible for upgrading the Video On-Demand Operating System   Utilized JIRA to create and keep track of hundreds of issues/trouble tickets   Prioritized up to 12 projects at a time while meeting all critical deadlines assigned   Managed the implementation of multiple hot fixes in asset storage software   Created and updated project plans and provided multiple status reports every week   Used Jira to generate weekly reports on ticket progress   Presented weekly status to upper management   Used Excel to create reports, graphs, and tables to represent data   Provided meeting minutes for all meetings attended   Uploaded and maintained documents using Sharepoint IT Consultant Mozido, Inc - Atlanta, GA 2013 to June 2015   Part of team that developed and

launched a mobile commerce/customer loyalty application for a national franchised restaurant chain Managed a support team of three people for hardware and software mobile application oversight Served as senior support specialist to clients for mobile application Provided troubleshooting and technical support for hardware and software Organized and supported hardware and software installations for launch of application in 60 locations Trained franchisees and restaurant managers in both the functionality and the backend operations of the consumer application Authored a 70-page training manual for franchisees and managers along with software cheat sheet Created budgets and pricing scenarios for launch and management of application Regularly utilized Excel and Access for CRM management of app users Researched market trends and franchise information to prepare for rollout Presented weekly progress to sales team Established and nurtured personal relationships with clients and managers to ensure customer satisfaction and success of application rollout Provided market research containing statistics for Frequent Flyer Programs to be used in a newly developed initiative Education Bachelor of Science in Management Georgia Institute of Technology Atlanta - Atlanta, GA December 2012 Skills ACCESS (2 years), MICROSOFT SHAREPOINT (Less than 1 year), SHAREPOINT (Less than 1 year), REMEDY (Less than 1 year), MICROSOFT OFFICE (Less than 1 year) Additional Information SKILLS Microsoft Office Suite, Access, SQL, Outlook, Jasper Reports, Visio, Jira, SharePoint, SPSS, Remedy; fluent Spanish speaker

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