Operations Analyst - Software Utility Services Operations Analyst - Software Utility Services Operations Analyst - Software Utility Services - Accenture Minneapolis MN Lakeville, MN Operations Analyst Experienced quality oriented professional with a proven knowledge of advanced technology and application support. I am aiming to leverage my skills to successfully fill an Operations/Systems Analyst role at your company. Work Experience Operations Analyst - Software Utility Services Accenture Minneapolis MN - Minneapolis, MN 2008 to Present   Work with product and development teams to provide support throughout the product delivery lifecycle (SDLC).   Provide second level technical support as part of the IT Operations Analyst team to deliver excellent customer service.   Support Revenue Accounting Applications used by thirty low cost airlines across the globe.   Take ownership of operational issues and perform analysis to find the root cause to provide both a short-term resolution and a long term fix.   Provide detailed analysis when working with the development team to resolve customer issues to meet SLA's.   Perform application upgrades, migrations and new sever builds.   Experienced supporting and working with global teams in India and the Philippines to deliver 7/24 support in an on-call and weekend rotation.   Worked with auditors from Ersnt and Young to audit the applications and related processes.   Use Remedy and ServiceNow to track and resolve incident cases and to implement changes. This includes Incident and problem management, as well as change management.   Scheduling coordinator and managed the project for server patching of 500 plus Windows servers on a monthly basis. Worked as part of team to set up auto patching on the servers.   Use and recommend modifications for SCOM and Sitescope alerts to track and resolve system issues.   Contributes to the development of best practices, policies, procedures and end user training. Write SOP's and documentation to use for similar occurrences.   Ensure applications are up and available to the client as described by their SLA's.   Triage system and application logs for early resolution of system errors, or impacts caused by new code migrations.   Supported API's for Revenue Accounting Open Skies applications. Database Administrator - Systems Analyst UNISYS CORPORATION - Eagan, MN 2000 to 2007 Provided Oracle and SQL Incident DBA support for all Eagan Service Center clients. This included mission critical Unisys corporate databases as well as out-sourcing client's databases on Windows

and UNIX servers. Worked the Application analysts to resolve issues on Oracle Database Application servers. Worked with the Windows Systems groups to resolve Oracle and SQL backup issues and to restart the Veritas backups when necessary. This included exports, hot and cold backups. Performed database performance reporting. Performed SQL Server Installations and configurations. Installed Microsoft security patches and hot-fixes on multiple servers. Provided Active Directory support managing local accounts and user policies. Rebuilt databases when required after recovering from media failures. Identified persistent problems and followed up with appropriate support resources to resolve and prevent future occurrences. Participated in disaster recovery exercises to rebuild critical client databases to the stated business resumption point. Education BS in Business Management Cardinal Stritch University - Milwaukee, WI Skills System analysis, Remote access, Problem solving, Excellent communication skills, Team player, testing, Active Directory, HTML, Security Additional Information Skills System analysis Excellent problem solving abilities System upgrades Excellent communication skills Remote access support Client focused Strong team player.

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