Implementation Analyst Implementation Analyst Implementation Analyst - SupplyOn Experienced software implementation, project management, training & implementation professional with working knowledge of HTML/CSS, SQL, Salesforce and JIRA. Well-established ability to problem solve and effective timeline management. Work Experience Implementation Analyst SupplyOn January 2019 to Present   Database/application resource for administering, training and developing solutions for automated reporting procedures   Executes project plans, resource activities   Internal and external coordination with all levels of staff to ensure project remains aligned Senior Implementations Analyst First Data October 2017 to May 2018   Database/application resource for administering and developing solutions for automated reporting procedures through use of applicable reporting tools and software   Executes project plans, resource activities   Interface with other departments to generate and offer appropriate solutions   Assist programmers with system validation process, updating file format specs, creating test scripts   Provide production support or managing/monitoring the test environment   Work with a broad network of resources to resolve issues Projects and Implementation Manager Solium Capital June 2015 to September 2017   Data migration, ETL, validation, creating reports using reporting tools.   Manage changes with project scope, identify potential issues   Consulting with clients/internal and external on system configurations, user access, SSO authentication, data integrations   Data extracts and working with cross-functional technical and process teams   Assess opportunities for growth and encourage adoption of new solutions Projects Specialist - Finance (Consultant) MGM Resorts International June 2014 to July 2015   Finance Implementation and consolidation projects   Supports, develops and maintains effective communication and excellent relationship with internal customers (included but not limited to business units, operations, property CFOs) including ensuring their requirements are identified and consistently met.   Drives and oversees continuous measurement, development and improvement of customer service quality and efficiency in with and on behalf of senior management.   Provides concise project related reporting to appropriate audiences.   Determines appropriate strategies and business plans to meet the performance requirements. IT & Guest Services Manager (Consultant) Mod January 2014 to May 2014   Managed all contract vendor installations and testing

of all IT and software related material   Set up user data bases, configuration, user rights and access controls   Created training and guest services manuals   Hired and trained guest service staff Coding Dojo - Software Development Program - Mountain View, CA 2013 to 2013 Site Data Survey Specialist GSP Retail August 2010 to 2012 * Manage architectural specifications, dimensions, site layouts * Improve capital expenditure budgeting with accurate physical details * Monitor compliance audits GS supervisor/ Project Manager Wild Horse Pass Hotel & Casino - Chandler, AZ August 2009 to September 2010 * Responsible for direct supervision, scheduling, performance management of front desk staff, concierge, and valet * Researches and responds to guest inquiries as required for appropriate handling   * Monitor accuracy of the PMS system to assure accuracy and make adjustments as necessary * Provide ongoing customer service training of new and current staff   * Monitor credit reports and maintain close observation of daily house count, flash report and allowances, etc Implementations Specialist Micros Inc August 2007 to September 2008 * Responsible for end user staff and/or Management training to ensure a smooth installation and minimize post installation support requirements. * Analyze centrally developed customer specific database, reports, documentation and related applications as required ensuring all customer requirements are met prior to system installation. * Modify computer database and related reports as required to prepare for system installation. * Provide live support coverage at customer sites on and after the system live date as budgeted and required by the customer. * Address customer issues list and obtain final customer sign-offs to validate system satisfaction. Education Higher National Diploma in Business Management and Public Relations Plateau State Polytechnic - Mountain View, CA 2013 Daedalus Flight School - Hampton, NY Skills Sharepoint, Jira, Pivot tables, Excel, Outlook, Word, Mac Additional Information SKILLS Proficient in Microsoft Suite and Mac applications including Word, Excel (V-lookups, Pivot Tables, Formulas) Outlook, Power Point. Salesforce, Confluence, JIRA, Trello, Smart-Sheet, OneNote, SharePoint

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