

MIS / Senior IT Analyst / Systems Administrator MIS / Senior IT Analyst / Systems Administrator
Fort Worth, TX Experienced IT Professional with a demonstrated history of working in the financial services, health care, and supply chain industry. I specialize in applying technical expertise to develop intuitive applicable solution and implement efficiency current business process. Work Experience MIS / Senior IT Analyst / Systems Administrator Mitsui Bussan Logistics Inc - Irving, TX February 2017 to July 2019 Maintain accurate various master data registration in SAP and databases, ensuring integrity with supporting documents Act as a liaison between our IT department, various business units within our organization, and third parties to ensure stable system operations Improves systems by studying current practices; designing modifications Evaluate, test and recommend new opportunities for enhancing our software, hardware and processes Design, test, and troubleshoot business application Oversaw the installation and configuration of current systems to customize them for the organization Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions Assist in safeguarding the company system operations through best practices of security standard procedures and policies, and properly control the risks associated with information assets Cost/benefit analysis to align the technology of the company with their business Provide market research on convenience store in the US demand, demographic, and buying trends for business units within our organization Work in partnership with business departments to analyze data and build reports Create instructions for business segments and user manuals as well as providing training support improve the effectiveness and efficiency Technical Support Agent CareFusion - San Antonio, TX June 2016 to November 2016 Database/ System Administrator for hospitals across the U.S. Perform upgrades to Pyxis software and hardware Provide advanced problem solving, troubleshooting and system consultation as needed for client Document system and device resolution techniques for the benefit of the team Assist in project roll out plan, timelines, and project assignments to Pyxis and customer personnel Acted as liaison between Service and other functions to determine root cause issues and provides feedback on product design and performance to drive product improvements. Understand and perform the various Service Level Agreement

(SLA) requirements and elevate or escalate issue when appropriate Remote Support Specialist
USAA - San Antonio, TX April 2016 to June 2016 Troubleshooting and resolution of computer
and/or networking issues. Monitoring users network connectivity Configure routers and phones
PC Specialist San Antonio Credit Union - San Antonio, TX November 2015 to April 2016 Answer
users' inquiries regarding computer software and hardware operation to resolve problems
Re-image PC and laptops Technical Support Specialist Pearson - San Antonio, TX July 2014 to
April 2015 Working to provide application support to customers, pertaining to software functionality,
incident resolution and system configuration Document and log support issues and subsequent
resolution in CRM tool Create knowledge base articles to address frequently asked questions
Employ the appropriate level of tact and diplomacy needed for maintaining a cooperative
relationship with both internal and external customers, and have an ability to communicate with both
technical and non-technical people Process customer orders or changes of address, and assist
customers with billing issues or questions in a timely manner Education Bachelor's in Information
Systems University of Texas at San Antonio - San Antonio, TX August 2015 to December 2016
Business San Antonio College August 2013 to May 2015 Tarrant County College - Hurst, TX August
2012 to May 2013 Certificate in Real Estate Tarrant County College August 2004 to August 2007
Skills CRM, SAP, ACTIVE DIRECTORY, DNS, EXCHANGE Links
<https://WWW.LINKEDIN.COM/IN/RONAL>

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