Business Analyst Business Analyst - Philadelphia Orchestra Philadelphia, PA Authorized to work in the US for any employer Work Experience Business Analyst Philadelphia Orchestra - Philadelphia, PA October 2018 to Present Dedicated to communicating between BI, Marketing, and Development department requests relating to Patron Loyalty and Audience Create and maintain SSRS report building, automation, and conversions. Development. Develop subscription campaign renewals, acquisition, and telemarketing data visualization. Manages and leads multiple ongoing Orchestra campaigns and donor cycles. Analysis of campaigns, audience engagement, and marketing web development. Develops T-SQL and Visual Studio data, as well as reports. Leading Project Manager for large scale subscription campaigns. Assists the Marketing Coordinator in collecting data for upcoming and past performances. Assists Development & Fundraising Coordinator in gathering metrics regarding Developed automated tools to further the profits of a \$6 million subscription the donor base. season. Technical Project Manager Comcast - Philadelphia, PA July 2018 to September 2018 Monitor and troubleshoot NGAN/vCMTS platform. Responsible for cross-country communication between multiple cable divisions within the Comcast Cable Network. Create, monitor, and develop reports based on scrum and kanban Jira boards. Automate tasks and IP address Evaluate graphing metrics and monitor up/down status of RPDs. assignments using Ansible. One-on-One support with high level Directors, managers, and BA's cross-departmentally. Business Analyst & Project Manager Relay Network - Philadelphia, PA December 2016 to April 2018 Assisted in restructuring the platform and product from a legacy platform to an entirely new qui/platform. Diagnose, resolve, and document the root cause analysis of tickets submitted through Jira using Agile methodology. Implement automation using shell and bash scripts that led to a 40% decrease in incoming tickets. Manage an ongoing, live project and six rotating developers on a weekly basis to perform hot-fixes prior to bi-weekly sprint releases, prioritized within Daily use of PostgreSQL, MySQL, JavaScript, C+, and Clojure to debug issues. a Sprint Cycle. Automate repetitive functions and tasks using Ansible Playbooks and Jenkins for data-analysis. Responsible for maintaining alerts and pings to maintain system thresholds. Liaison between

Client Success, Product, and Technology, bridging the gap between departments. Restructured the platform and product, saving the company a total of \$1.4m over one year. Outstanding ability to provide application support from development to production. Mac command line/terminal and Chrome Developer Options utilized daily. IT Production Support Engineer SevOne - Philadelphia, PA May 2015 to August 2016 Tier 4 IT Support & Help Desk. Assisted/Trained lower 3 tiers to monitor internal network. Linux Ubuntu & Red Hat / command line utilized daily. SSH/VPN into customers clusters and troubleshoot technical issues, including, but not limited to, import/export errors, changing indexes & naming structures, adding asserts, variables, and other mathematical formulas for graphing and monitoring purposes. Daily utilization of php & shell scripts to automate Manage & maintain entire Device Certification repository using MySQL and Regex. tasks. Read, translate and deliver text based zip files by translating numeric SNMP walks and contextual MIBs. Monitor Network, routers, switches, firewalls, VLAN, and API configurations. Submitted JIRA tickets for internal IT issues, after a client submitted ZenDesk ticket was discovered to be a platform bug. Managed team of 3 to produce large quarterly projects to document quality control and compile graphable information to see quarterly/yearly changes within the Support Departments.

Remotely assisted customers over Webex to access and maintain their servers and databases. Office Manager Legacy Real Estate - Philadelphia, PA May 2014 to May 2015 Maintain & troubleshoot all devices and networking in office (Routers, server room, BlackBerry devices, etc) Managed Real Estate CRM and all billing and accounting for office. IT Support Reed Smith LLP -Wilmington, DE June 2012 to May 2014 Ensure all routers, servers, and VLANs functioned properly. Manage functionality of all physical office equipment, not limited to office and mobile phones, mail & copy equipment. Maintain and manage the mail and copy room, shipping/receiving and inventory control. Manage Digital Records tools and software and CRMs Interact with and manage daily schedules of five partners, three associates, and clients, including managing all travel schedules and personal expense accounts. Education Vocal Arts & Creative Writing Vocal Studies / Cab Calloway School of the Arts - Wilmington, DE All State Choir English University of Delaware Skills MYSQL, POSTGRESQL, SQL, JAVASCRIPT, JENKINS, T-Sql (2)

years), Tessitura (2 years) Links http://linkedin.com/in/jessica-cross-88b93951

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