System Support Analyst System Support Analyst System Support Analyst - BioClinica, Pfizer Norwich, CT Work Experience System Support Analyst BioClinica, Pfizer - Groton, CT April 2019 to Present BioClinica, Pfizer, Groton CT 04/19-Present System Support Analyst   Providing front end administrative support of multiple supply chain specific   Identifying system errors/bugs   Executing supply chain application maintenance including but not limited to   Running standard SQL queries to output defined datasets   Supporting application system releases   Executing scripts and documenting results   Reviewing message/file exchange between applications   Identifying root cause of error messages and quality issue trends   Creation and Maintenance of Supply Chain Reports   Development of standard reports representing the core Tables/Joins of target screens of the application front end   Processing of multiple files in excel using macros and advanced formulas   Documenting SQL query logic and report output in preparation for QC   Addressing QC findings/issues as needed (updating SQL logic/output)   Providing customer with finalized report   Creating audit response documentation as part of Quality Investigations   Proposing and implementing corrective actions as part of audit findings in Quality Investigations   query logic and report output in preparation for QC   Addressing QC findings/issues as needed (updating SQL logic/output)   Providing customer with finalized report   Creating audit response documentation as part of Quality Investigations   Proposing and implementing corrective actions as part of audit findings in Quality Investigations   Project Leadership Information Security Specialist Mohegan Sun Casino - Uncasville, CT January 2018 to April 2019   Responsible for the Provisioning Division including 20 different applications   Set up all account for new hires, transfers. Delete all terminations   Participate in auditing accounts and systems   Knowledge and hands on experience with Cyber Security   Clean infected machines with viruses and return them to employee or discard them if needed Customer Service Advocate L&M Hospital - New London, CT October 2015 to January 2018   Create AD Network and Exchange Email related user ids and passwords, analyze data, troubleshoot and provide conflict resolution.   Support internal and external customers on any computer related issues. Ticketing Representative-Part Time Foxwoods Casino - Ledyard, CT June 2017 to August 2017   Sell Tickets, Bingo Reservations and Gift Cards by phone or in person

Utilize Cams, Titon and Ticketing Software   Handle cash, credit cards and Rewards Cards Lead Spec Eng-Network Security, Cyberttrust Idenity Global Op/Project Manager Verizon Business - Norwich, CT February 2011 to August 2015   Remotely managed the registration function, the initial authentication/verification of PKI applicants internal and external, approving/denying applicants for PKI certification, and processing user account activation requests   Supported the applicant applying for a PKI digital certificate; certain information provided by the applicant in this form will be used for generating the associated personal digital certificate   Served as a Registration Authority   Revoked, maintained and deploy PKI Tokens and Certificates   Involved with the support of Verisyn and MEAS PKI solutions   Provided documentation and training to extended teams (Services Desk, Desktop Services, Desktop Engineering, Directory Services, and Messaging)   Knowledge and hands on experience with PKI industry   Knowledge and hands on experience cryptographic keys, symmetric and asymmetric keys   Knowledge of Secure Socket Layer Certificate [SSL] Digi-SSL Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget IT Support Services Manager/Project Manager Jefferson Radiology - East Hartford, CT January 2009 to October 2010   Responsible for recruiting, interviewing, hiring and terminating personnel   Guided, directed and motivated personnel and their performance   Supported 450 employees' to include 50 Radiologists and 9 satellite Offices Hardware and Software support to include desktop imaging, printer support and peripheral device support   Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget Digital Services Analyst BioClinica, Pfizer - Groton, CT March 2008 to January 2009   Knowledge of PKI and its functionality   Renewed, revoked, replaced digital certificates   Provided remote sites maintenance and/or any assistance for connectivity, hardware/software support and service   Provided documentation and training to IT extended teams (Services Desk, Desktop Services, Desktop Engineering, Directory Services, and Messaging)   Knowledge and hands on experience with PKI industry   Knowledge and hands on experience cryptographic keys, symmetric and asymmetric keys Help Desk Manager/Project Manager TVCCA - Norwich, CT January 2006 to March 2008   Managed all incoming calls,

problems related to application software, hardware and network connectivity. Project Manager planning, executing, and closing projects, defining the project, building its comprehensive work plan, and managing the budget Supervise daily tasks and provide technical support to technicians. Write performance evaluations, reviews, or disciplinary actions. Provided remote sites maintenance and/or any assistance for connectivity, hardware and support service. Experience with Win XP, Win 2000, MS Exchange with Outlook Client, proprietary databases. Education Three Rivers Community Technical College Norwich Naval Submarine Base School

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