

IT Project Coordinator/ Business Analyst IT Project Coordinator/ Business Analyst IT Project Coordinator/ Business Analyst

Flushing, NY Ability in providing administrative and project related support with a high level of detail, to execute tasks in order to meet key milestones within realistic and time-targeted goals. Proven ability to function efficiently as a team player, as well as working independently to achieve defined objectives

Work Experience IT Project Coordinator/ Business Analyst LearnBeyond, Nihaki Systems - South Plainfield, NJ January 2012 to March 2013

- Developed and implemented project cost, scheduled baselines and insured all tasks were updated
- Gathered and analyzed project requirements through surveys and questionnaires with end users
- Facilitated JAD sessions between developers, system analysts and end users
- Performed GAP and risk analysis on existing E-learning solutions and upgraded add-ons
- Created Business Requirement Documents, Functional Requirement Documents, and designed UML Use Case Models using Rational Rose and MS Visio
- Developed Process map to document current state and future state processes

Project Coordinator/ Data Analyst Philadelphia Workforce Investment Board - Philadelphia, PA January 2011 to September 2011

- Designed and implemented databases to store functional, departmental, and organization specific data
- Generated tailored reports based on detailed analysis on the project budget, schedule, and resource schedule, with associated risk impacts for multiple projects in accordance with Enterprise Project Management Office standards
- Coordinated Bi-weekly staff meetings, attended meetings, and documented minutes
- Managed the creation and dissemination of Board communications and projects by analyzing financial, operating and statistical information
- Performed analysis from large databases, such as the US Census, to draw accurate inferences and create customized reports using data analysis software such as SPSS, SQL and Excel
- Experienced in writing SQL queries to manipulate databases and to obtain data for analysis

Bank Representative/ Project Specialist Dime Savings Bank of Williamsburg - Flushing, NY July 2009 to March 2010

- Resolved complex service issues and referred customers to appropriate bank personals
- Coordinated weekly meetings with sales manager to review sales reports
- Resolve complex service issues or referring to appropriate associate to guarantee user acceptance
- Manage data entry of new accounts into banking records
- Responsible for training of

system rollouts to Banking Center Associates    Worked as Liaison between Banking System users and System development teams Assistant Manager Columbus Gourmet Food - New York, NY January 2007 to March 2009 Supervised and trained a team of 20 employees, designed their schedule and allotted weekly tasks    Prepared sales invoices and maintained inventory accounts up to \$40,000 a month    Created marketing strategies to attract customer awareness    Managed compliance issues that impacted the store's service, efficiency, productivity, and customer service Education Bachelor of Science in Business Administration DREXEL UNIVERISTY, LeBow College of Business - Philadelphia, PA May 2012 Additional Information SKILLS:    Operating Systems: Windows 95/98/2000, XP, Vista, & 7    Software/Systems: Microsoft Office Suite (Word, Excel, PowerPoint, Project, Access, Outlook), MS Visio, SharePoint, Rational RequisitePro and Photoshop Programming: SQL, SPSS, SAS, & C++

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