

Application Support Specialist Application Support Specialist Application Analyst San Antonio, TX

Over 7 years of SaaS/PaaS application support including; CMS, ERP & CRM support & development. Effectively maintained cloud and on premises infrastructure to maintain high availability and system optimization. Improved the overall efficiency of current systems during transformation events, software upgrades. Worked collaboratively on all aspects of testing and release. Eager to bring this knowledge and expertise to a new organization. Work Experience

Application Support Specialist State of Maryland Environmental Services 2016 to 2019

- * Back-end development of workflows
- * Distributed File System and IIS Web technology
- * Wrote technical documentation and conduct training for new ERP system users
- * Developed and automate financial documents, laboratory reports and asset management processing
- * Administrator for EnterpriseOne ERP, Laserfiche CMS, and Salesforce CRM applications
- * Monitor/Maintained Cloud based servers
- * Created Cetova/Rapid Reports to generate state compliant reporting
- * Business & Data Analytics
- * Perform Paradigm software updates across multiple offsite locations

Web Developer Robert Half 2015 to 2016 LGS Innovation (Robert Half)

- * Worked with Sr. Programmer to move scheduled task for accounting applications from Visual Basics 6 to .NET
- * Completed testing debugging and release in Visual Studios using existing code
- * Coordinated user acceptance testing
- * Successfully managed multiple SharePoint sites creating custom web parts using HTML, CSS and JavaScript

System Support Specialist/SharePoint Administration The South Bend Clinic 2014 to 2015

- * Created, designed and developed software solutions across 3rd and 4th generation systems (Database SQL Server, SharePoint and WordPress)
- * Ensure SharePoint 2013 availability and continuity of service.
- * Create SharePoint sites as requested and create custom web parts
- * Create InfoPath forms and workflow automation
- * Establish SharePoint account access and permissions
- * UI customization
- * Create sandbox solutions/testing
- * Coordinated with database administrators to design, implement and maintain interfaces between sites.
- * Modified stored procedures as requested by End-users
- * Create Crystal Reports
- * Prepared test plans and data, and user documentation for customer billing system.
- * Problem-solved hardware issues with fault-tolerant hard drives.

Web Application Coordinator Sinai Health Systems 2013 to 2014

- * Worked with closely

with vendors to develop and deploy patient portal for health care SaaS upgrade. UAT & release with version control. * Prepared testing plans, data management (VLOOKUP's) and user documentation for customer service billing * Responded to Tier I and II ticketing system for software related problems * Customized electronic workflow management solutions and trained users on how to properly utilize the software * Coordinated and assist software vendors with patch release for customized software Web Content Manager IAP Worldwide Service 2010 to 2011 * Maintained SharePoint 2010 intranet sites for Garrison Support Services * Managed document libraries and provided support for users * Provided training as required for users * Wrote code HTML and CSS Education M.S. Information Technology in Cloud Computing and Networking Capella University 2020 B.S. in Information Technology American Public University Skills DNS, SHAREPOINT, SQL SERVER, SQL SERVER 2008, SQL, SQL QUERIES, STORED PROCEDURES, T-SQL, .NET, SCRIPTING, ACTIVE DIRECTORY, DHCP, TERMINAL SERVER, VMWARE, NETWORKING, DISASTER RECOVERY, WINDOWS SERVER 2003, FRONT END, Application Support Additional Information COMPUTER SKILLS * Proficient in front end development, server-side scripting with PowerShell * Configure, Manage, and Maintain Networking Equipment. * SQL Server 2008/20012/2016, Windows Server 2003/2008/2012 Server Manager * SQL Queries and T-SQL stored procedures * Active Directory, DNS, DHCP, VMWare, Remote Desktop, Terminal Server * Networking Protocol * IP/IPXLAN/WAN, VPNs * Backup Management, Reporting & Disaster Recovery * VB 12 & .Net development in VS IDE * Windows Desktop/SharePoint Administration

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