

IT Business Analyst/ Project Manager IT Business Analyst/Project Manager Centennial, CO
Authorized to work in the US for any employer Work Experience IT Business Analyst/ Project
Manager IBRTek - Denver, CO January 2014 to Present ? Collaborate with business manager and
lead developer to create the best customer service experience ? Develop user friendly website for
company-wide ergonomic programs ? Provide technical support, code corrections for all clients ?
Create training documentation for system use IT Business Analyst DISH - Englewood, CO January
2003 to January 2014 Produce system requirement documentation for continual business changes
Maintain current system documentation Coordinate corrections for production issues and testing
defects Subject matter expert for customer order entry tool Managed Sales Operations and
Indirect Communications teams Responsible for successful launch of all projects related to the
indirect sales channel Managed payment dispute team Created, reviewed and delivered training
documentation and presentations Shift Supervisor Wendy's Old Fashioned Hamburgers - Highlands
Ranch, CO January 1996 to January 2003 Responsible for product shipments and verification
Coordinated the employee s efforts to provide good customer service Managed complaints to
ensure customer satisfaction was received Teachers Assistance Cherry Creek School District -
Centennial, CO January 2001 to January 2002 Modified class assignments for successful
comprehension and completion of class assignments for special needs children Worked with
teachers to provide best learning experience and integration for the students Education High school
or equivalent Arapahoe High School - Centennial, CO August 1994 to June 1998 Skills Information
Technology, Waterfall, PM

Name: Eric Nolan

Email: piercelarry@example.org

Phone: +1-453-220-8765x671