

Freelance IT Analyst Freelance IT Analyst Freelance IT Analyst Arverne, NY Self-motivated, energetic and agile IT Professional with strong background in professional service environments with over 7 years experience in customer service roles. Work well with all levels of management and outside stakeholders; known for approachable, diplomacy and calm demeanor. Strong troubleshooting and logical problem-solving skills. Seeking a stimulating and challenging IT role where I can utilize my skills, take on responsibility and contribute to the success of a business

Authorized to work in the US for any employer Work Experience Freelance IT Analyst NetCom Plus Wireless - Eastchester, NY February 2018 to March 2019 Developed and interpreted organizational goals, policies, and procedures. Tested and applied patches/upgrades on a regular basis working closely with end-users. Monitored existing system integrations, troubleshoot and resolved issues Liaised with vendors that support related systems; reviewed vendor invoices to verify billing accuracy for delivered services. Ensured all processes were automated, with appropriate error reporting and redundancy systems. Developed, implemented and ensured adherence to user permission policy. Analyzed, implemented and supported both new and existing system modules, integrations, and related business systems and processes. Senior Seminar IT Group Project Bronx, NY January 2018 to April 2018 Project: Converted Fossil Waterpark from manual marketing and ticket purchasing system and hardware to a digitalized, easy to use system and application to track sales data and other activities within the park. Developed a database; created webpages and application using Android Studios. Project Manager Darren's Gourmet Restaurant - Bronx, NY January 2018 to April 2018 Project: Converted Darren's Gourmet Restaurant from a manual to a digitalized system using Microsoft Access Developed a database, adding features for easy system manipulation to benefit employees. Tech Specialist Intern NetCom Plus Wireless - Eastchester, NY October 2017 to January 2018 Installed commercial and residential data network hubs; set up and troubleshoot wireless network routers, access/access points. Installed televisions and TV mounts on walls or stands; set up security cameras. Data Entry Supervisor Savings & Loan Assoc - New York, NY May 2011 to December 2012 Supervised 12 Floor Team Leaders and other staff; scheduled shifts; resolved conflicts. Planned and

conducted audits of data processing systems and applications to safeguard assets of Flatbush Federal Savings account holders and other affiliates. QA Tester - Contractor Israeli Discount Bank - New York, NY June 2010 to November 2012 Analyzed and reviewed the user/business requirements and functional specs documents. Generated test cases for complex business applications, plans for project, test plans, schedules, workflows, and all documentation to complete testing in UAT. Understand and documents all business requirements for projects. Report status of testing projects. Identify report, retest and track all defects. Coordinated with Team Lead and other project managers for weekly status reports. Responsible for writing new scripts for change controls as new changes are made. Attended business meetings for update to evaluate that targets are achieved on time. Education BS in Computer Information Systems Monroe College - Bronx, NY August 2018 Skills WIRELESS, MS ACCESS, SQL, IT PROJECT MANAGEMENT, CISCO, SOFTWARE ENGINEERING, C#, C++, HTML, CSS, DREAMWEAVER, WEB DESIGN, NETWORK SECURITY, NETWORKING, LINUX, UNIX, UNIX/LINUX, FILENET, EXCEL, Quality Assurance, QA, SECURITY Certifications/Licenses Driver's License Additional Information Self-motivated, energetic and agile IT Professional with strong background in professional service environments with over 7 years' experience in customer service roles. Work well with all levels of management and outside stakeholders; known for approachability, diplomacy and calm demeanor. Strong troubleshooting and logical problem-solving skills. Seeking a stimulating and challenging IT role where I can utilize my skills, take on responsibility and contribute to the success of a business.

TECHNICAL SKILLS Databases: MS Access, SQL, FileNet Content Manager Languages: C, C++, C#, HTML, CSS, Visual Basics Operating Systems: Unix/Linux, Windows 7-10 Networking: Cisco I, II, Wireless Technology, Network Security Software Applications: MS Excel, Word, Outlook, PowerPoint, Access; Adobe Photoshop; Dreamweaver Management: IT Project Management, Web Design & Development, Advanced Web Design, Fundamentals of Software Engineering

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