Systems Analyst II Systems Analyst II Systems Analyst II - TransCore Houston, TX Experienced IS professional looking for an exciting, engaging, and challenging opportunity in the field of tech. Authorized to work in the US for any employer Work Experience Systems Analyst II TransCore - Houston, TX February 2019 to Present   Creates and maintains MSSQL databases containing subsystems specifications and maintaining up to date configurations management   Writes PowerShell scripts to parse subsystems configuration data to designed SQL table configuration Tracks and documents changes to functional and business specifications.   Creates or assists others in the writing of user documentation, instructions, and procedures.   Develops resources, tools, and scripts to optimize work flow and automate repetitive tasks.   Consults with business unit management and personnel to identify and document business needs and objectives, current operational procedures, problems, input and output requirements, data scope, usage, formatting, and security requirements.   Systems Analyst I TransCore - Houston, TX September 2017 to February 2019   Analyzed business functions in order to develop new or modified information processing systems.   Provided technical assistance in identifying, evaluating, and developing systems and procedures.   Wrote and maintains functional specifications for new or modified business systems.   Consulted and coordinates with in-house developers to design and develop automated business systems.   Installed new software releases, system upgrades, evaluates and installs patches and configured installations Sales Consultant T-Mobile April 2014 to June 2016 Texas Regional top sales performer in Accessories September 2014 generating $12,000 revenue in sales.   A consistently recognized top sales performer with an impeccable record   Demonstrated technical selling skills and product knowledge   Established relationships and built the complete solution to meet client needs   Practiced overcoming hard objections and generated sales daily from all customer interactions regardless of conditions or reasoning for original interaction (creating sales opportunities using any means possible that benefits the client) Junior Linux Administrator HostGator.com May 2013 to May 2014   Lead the team in the highest amount of calls and tickets providing clients with impressive customer service   resulting in top client service reviews Troubleshooted webserver issues, website scripting issues, and other webhosting related issues

Worked with cPanel, Apache, MySQL, PHP, JavaScript, FTP, HTML, XML, and other internet technologies   Provided consistent accurate solutions to issues experienced by clients over the phone   Worked with senior members to go above and beyond the scope of support to meet client needs Counter-Intelligence Agent Geek Squad May 2009 to April 2012   Provided technical support in large volume to clients and store employees   Troubleshooted network, internet, hardware, and software issues for end users   Worked alongside multiple store departments as a consultant and solutions leader Education Bachelor's in Management of Information Systems University of Houston, C.T. Bauer College of Business - Houston, TX August 2010 to August 2015 Links https://www.linkedin.com/in/crypt0/ Certifications/Licenses A+ Certified August 2009

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