

Sr. Business Analyst Sr. Business Analyst Sr. Business Analyst - FedEx Supply Chain Experienced IT Supervisor/Manager with excellent client and project management skills. Goal-oriented with strong ability to communicate effectively with technology, executive, and business audiences. Work Experience Sr. Business Analyst FedEx Supply Chain - York, PA October 2018 to Present Perform daily, weekly, and monthly reviews of current projects Plan and coordinate proposed plans from the Stakeholders Suggest, research, and implement changes to senior management System Administrator FedEx Supply Chain - York, PA January 2017 to October 2018 Improved job tasks and mentored junior team members on best practices and standards. Set up, optimized and manage network equipment (servers, switches, and IDF's). Submitted recommendations regarding infrastructure overhauls. Kept a flexible schedule and resolved after-hours and weekend emergencies in a timely manner. Troubleshoot and resolved internet connectivity and general software and hardware issues. Information Systems Technician FedEx Supply Chain - York, PA July 2015 to January 2017 Tested features across various browsers. Fixed bugs as they were encountered. Developed training materials and procedures. Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support. Education Associate of Arts in Information Technology University of Phoenix - Tempe, AZ 2018 Skills Change management (2 years), Microsoft Office (4 years), MS OFFICE (4 years), SQL (2 years), IT infrastructure operations (4 years) Additional Information Skills Manhattan Scope Knowledge of SQL Lead/ manage over 10 sites (20-30 direct reports) Desktop computers, laptops, and servers Switches, hubs, modems, and routers Computer proficient Change management Creative Problem Solving Multi-Task Management Microsoft Office suite y Payroll

Name: Tara Finley

Email: wmcmillan@example.com

Phone: 207-256-8799x69591