Systems Engineer

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Atlanta, GA

Work Experience

Systems Engineer
UPS - Alpharetta, GA
May 2019 to Present

- Create and manage largescale project plans to replace Microsoft devices nearing their end of life cycle
- Work with various project managers to assure work meets project scope and business needs, applicable codes, and standards of quality
- Liaise with vendors and other IT personnel for problem resolution
- Implement and monitor security measures for the protection of computer systems, networks, and information

Sr. Incident, Problem, and Change Analyst
UPS - Alpharetta, GA
January 2018 to April 2019

- Created action plans for problem resolution
- Monitored change implementation and process compliance
- Evaluated, developed, recommended, and implemented changes for system components
- Identified, assessed, communicated, and minimized IS incident risks
- Configured system components to drive business efficiencies and optimize tool utilization
- Identified, recorded, monitored, resolved, and escalated problems to ensure compliance and to minimize impacts
- Resolved Information System (IS) incidents/outages through diagnostics and troubleshooting to minimize business disruptions

Industrial Engineer Supervisor
UPS - Memphis, TN
June 2014 to January 2018

- Coordinated project implementation, training, and support following site investigations.
- Prepared problem or issue reports. Also performed system deployment and installation
- Determined and facilitated employee and upper management training needs to produce continuous development plans
- Implemented new processes to help increase production and safety goals
- Performed regional and managerial reporting. Developed and improved operations solutions
- Enhanced customer experience through audits, analysis, operational support and training

Data Security Associate
UPS - Mahwah, NJ
May 2013 to January 2014

- Implemented company policies, technical procedures, and standards for preserving the integrity and security of data, reports, and access
- Processed requests for access to mainframe applications
- Conducted security audits and digital certificate migrations
- Trained other associates on all applications and systems utilized

IT Technician
UPS - Memphis, TN
January 2011 to May 2013

- Managed various projects and worked with vendor resources
- Performed IT system deployment, maintenance, and support
- Diagnosed and troubleshot Windows processing problems to increase company efficiency
- Network

troubleshooting   Provided end user training for software applications and procedures   Ensured network, system, and data availability/integrity through preventative   maintenance and upgrades Education Bachelor's in Information Systems Security ITT Technical Institute 2012 Skills Management (5 years), Microsoft Office (7 years), Data Analysis (3 years), Logistics (8 years), Project Management (4 years), Training (3 years)

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