

Programmer Analyst Programmer Analyst Programmer Analyst Somerville, MA To obtain a career in the field of information technology Work Experience Programmer Analyst Chicago Transit Authority - Chicago, IL July 2002 to January 2004 Worked with clients to analyze business and system needs Formulated and defined integration needs Created plan requirements, system functionalities, system testing, code changes, implementation support, ongoing customer support with weekly updates and documentation for the wireless project by SDLC methodology Assisted clients with any issues throughout the design and development phase Database Administrator Skokie, IL October 1999 to February 2001 Designed Oracle databases for clinical trials processed in-house or contracted-out Interacted with graphics designers and other DBA teams to validate databases Performed RPLSQL Code Review of other DBA consistency checks Initiated contacts with external data providers to establish file formats Help Desk Support Loyola University Law Computing Center - Chicago, IL January 1998 to June 1999 Performed computers, softwares, and network troubleshooting to identify and diagnose problems Assisted with training and ongoing support on variety of computer softwares and printers via phone and in person Documented all computer software issues and resolved them by the end of the day Computer Operator CIBC Oppenheimer - Chicago, IL March 1997 to January 1998 Coordinated with staff members on creating a database system that help with the company's marketing campaign with mass mailings Assisted with data entries for the created databases and troubleshoot software issues Provided ongoing help desk support internally and externally via phone and in person Created an end-user manual to instruct how to use the computer system and its software to ensure smooth workflow Education Bachelor of Science in Business Administration in Information Systems in Systems Analysis and Design Loyola University - Chicago, IL 1995 to 1999 Skills Ms access, Sql, Epic, Excel, Outlook

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