



ALEXIS NAPOLIELLO

(917) 470 3148 · alexis.napoliello@gmail.com

Application Analyst with heavy involvement in SharePoint admin, IT customer service, and UX Design. Collaborated and drove the project to improve design and functionality of primary application through automation and corresponding workflows. Redesigned the help center area of application for improved user experience.

CONTACT INFO



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WEB PORTFOLIO

Tbd....

SKILL SET

- Programming:
HTML, CSS, JS, SharePoint
Python, Windows/Mac OS
- Design:
Wireframe, UX, Adobe
Illustrator, Photoshop,
InDesign, Traditional
Animation
- Interpersonal:
Customer Service,
Collaboration,
Leadership, Project
Planning, Scrum, Office
Administration

APPLICATION ANALYST

Nuveen · New York, NY · 2016 – present

Lead on the GREAT Room Help Desk, a SharePoint based system, serving over 3000 users, internal employees and external companies, in Asset Management of investments that include Real Estate holdings and properties. Currently part of the Application Operations Support (AOS) team under John McVicar, VP, Sr. Manager, AOS.

- Wireframe and UI design of AMT SharePoint site
- GREAT Room Help Desk via SharePoint 2013
 - Design and function of help section and Real Estate document libraries
 - SharePoint management of access, design, and sub-site architecture
 - User customer service with account and submission issues
 - Creation and management of GREAT Room run book for application
- Weekend application support: autosys run jobs, triage incident alerts, correspondence with application teams on matters of support

SR. ADMINISTRATIVE ASSISTANT

TIAA-CREF · New York, NY · 2010 – 2015

Support provided to C-level executive and his directors in the Asset Management Technology organization of TIAA (TGAM) consisting of 500+ staff members.

GRAPHIC DESIGNER

Bridge Records, Inc. New Rochelle, NY

EDUCATION

General Assembly – Front End Web Development
Pratt Institute - BFA, Film/Traditional Animation
