### Yaritza I. Rosa

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**Area of Expertise**

Established technology professional with over 14 years of experience in IT field noted for driving business innovation, leveraging information security, applications, networking, operations, and management leadership to accelerate business growth and gain competitive edge.

* Expert in aligning technical strategies that support overall business objectives, execution for the success from ideation to delivery, extensive experience in the implementation of large complex IT programs.
* Excel in driving continuous initiatives to establish the highest level of efficiency and best practice, including process changes, strategic planning, financial control and customer service improvement.
* Empower as a team lead and mentor, consistently challenging staff to strive for excellence and provide outstanding customer experiences, facilitate a cross-organizational team towards achieving a common strategic business goal.
* Proficient at spearheading medium to large projects as high as $2 million, delivering new business capabilities and maximizing cutting-edge technologies.

**Core Skills and Competencies**

* Accela Civic Platform Administration (AA, ACA, AGIS, Mobile Apps)
* Project Management
* Data Processing Management
* Business Development
* Budgeting and Operational Cost Control
* Change Management
* Cross-Functional IT Knowledge
* Strategic Planning
* Capital Structure Analysis
* Information Systems Design and Implementation
* Policy and Procedure Creation
* Analytical thinking
* Leadership
* Customer Service
* Staff Development
* Relationship Building
* Problem-Solving

**Professional Experience**

**City Of Milwaukee** *Milwaukee, WI*

**SYSTEMS INTEGRATION MANAGER** 2016 – Present

Manage Information Technology Applications development, GIS and Content Management department for City of Milwaukee,

coordinate staff towards achievement of the Company’s technology goals.

* Accela Management, including Accela Civic Platform Administration and configuration.
* Manage, train and mentor IT Operations staff to impose and maintain software products with an emphasis on service excellence and close collaboration, establish effective work relationships with other departments.
* Develop strategic and operational planning as a member of the division’s senior staff that results in growing future service capabilities and ongoing operational efficiency.
* Effectively lead the development and implementation of business long term goals, policies and procedures for City-wide custom web application.
* Efficiently budget and plan for IT resources and capital expenditure, implementing cost forecasting.
* Formulate and deploy long-term strategic plans to acquire and enable efficient and cost-effective IT and communication technologies for E-Gov development, schedule resources and monitor progress to ensure successful delivery of projects and excellent customer service.
* Manage Geographic Information System set up developed to make maps that communicate, perform analysis, share information, and solve complex problems around the world.
* Responsible for monitoring and evaluating the work of GIS staff as it pertains to the support of the ESRI platform Enterprise Geographic Information System, including ArcGIS Server, ArcGIS desktop and ArcGIS Online.
* Responsible for managing Web Master and Sr. Content Analyst to ensure consistency in look and feel throughout the city static web pages as well as support of city Titan CMS system (Northwoods). Managed the team on remediation project to ensure city web content meets 508 and WCAG standards.

**Highlights**:

* Increased the team's productivity by 20% and the application quality from 78% to 86% by implementing and leveraging Agile Project Management processes and procedures.
* Effectively managed the implementation of a high profile, Accela Civic Platform, as well as Citizen Access Portal, that allowed citizens to take out permits online.
* Successfully oversaw UAT and Go live management for Accela Civic Platform, performed Accela system configuration for both Accela Automation and Accela Citizen Access.
* Worked with the following business units and associated modules: Building, Code Enforcement, Public Works and Licensing.
* Oversaw development of replacement application for the Department of Public Works, Diggers Hotline implementing new paperless process, resulting in streamlined operations.

**Ferrili Information Group** *Media, PA*

**SENIOR BUSINESS PROCESS ENGINEER**  2014 – 2016

Operated as project manager, provided expert guidance on processing technological products, developed recommendations and

cost-effective solutions.

* Provided direct and continuous support to clients requiring immediate enterprise resource planning (ERP), programming and application assistance.
* Successfully identified workflow inefficiencies, proactively developed business process improvement initiatives, ensuring alignment with departmental goals and priorities by conducting functional staff interviews.
* Developed and improved technology support services, effectively analyzed data for successful system development and

process reengineering.

**Highlights:**

* Established strong business relationship with client organizations by effective business process reviews, system development, plans implementation and projects improvement.
* Improved IT programming to be compatible with SQL, provided continuous support and efficient technology solutions to administrative offices, developed application tool enhancements.

**Alverno College** *Milwaukee, WI*

**SENIOR BUSINESS PROGRAMMER ANALYST** 2006 – 2014

Developed and maintained Information Systems department projects to facilitate student interdepartmental communication by evaluating the needs, analyzing requirements and developing software systems.

* Initiated successful run of newly developed as well as stalled application projects through effective engagement and involvement of stakeholders by building and managing productive business relationships.
* Improved system operations by implementing decision-making processes, developing innovative solutions and strategies.
* Prepared, implemented and communicated new corporate initiatives and processes within the assigned team of programmers and system administrators, successfully represented Information Technology in cross-functional meetings and projects.
* Generated standard and custom programs implementing UniData Basic and data query languages, such as SQL, Data Orchestrator; enhanced business process engineering and software development life cycle (SDLC).

**Highlights:**

* Increased student retention by 5% through successful implementation of Pharos 360 software, which involved analysis, development, testing, training and coordination of post-implementation activities such as problem identification, documentation and software acceptance confirmation.
* Reduced student withdrawal process from 40 hours to less than 5 hours by developing effective strategic procedures that enabled Advising Department to batch-end student programs.
* Achieved effective distribution of centralized database by data conversion from legacy Colleague Benefactor to existing Colleague Advancement ERP.

**AT&T** *Milwaukee, WI*

**ASSOCIATE PROGRAMMER ANALYST** 2004 – 2006

Developed business application requirements, designed and wrote software programs, recommended system changes and

processes enhancement.

* Improved workflow efficiency by developing and maintaining application programs for company’s Billing Division.
* Developed User Acceptance Testing (UAT), designed the overall tests structure, ensured the requirements are met, identified and resolved any arising issues that saved cost and time of the business processes.
* Successfully operated on COBOL programming and gained expertise in testing in the following environments: IBM MAINFRAME, COBOL and XPEDITER.

**Education & Certification**

**ALVERNO COLLEGE**

Milwaukee, WI

*MASTER OF BUSINESS ADMINISTRATION* | 2014

**UNIVERSITY OF MILWAUKEE-WISCONSIN**

Milwaukee, WI

*BACHELOR OF SCIENCE*

*Information Systems* | 2014

**Scrum Alliance**

Milwaukee, WI

Certified Scrum Master, 2018

**Technical Expertise**

Accela Admin | Accela Script |SQL Server Management Studio| Entrinsik Informer |Dashboards | Unidata |ELF Integration |

Envision Basic – Datatel (Ellucian) | SQL Queries Eclipse Standard IDE and Colleague Studio| Data Migration Mapping |

SQL Server Management and Studio SQL Queries | | Webadvisor Customization

**Affiliations**

Speaker and Member: HISPANIC PROFESSIONALS OF GREATER MILWAUKEE

NATIONAL SOCIETY OF HISPANIC MBAs

* Awarded as a Rising Member of April 2016 and featured in the article of the monthly newspaper.

**References** available upon request