12+ YRS EXP

JOHN DOE

IT Consultant New York City, US
+1 6463247495 IT_Consultant@example.com

Dedicated technical consultant with diverse operational experience in both IT development and business intelligence analysis. Several years of experience creating customized solutions to address specific customer requirements, improve overall productivity, and dramatically increase efficiency. Extensive IT and network experience including building a complete system architecture from the ground up to meet specific client requirements.

KEY SKILLS

Analytical Skills
Problem Solving
Results-focus
Holding Leaders Accountable For Results
Monitoring Results
Active listening.

PROFESSIONAL EXPERIENCE

SENIOR IT CONSULTANT

TCS | New York City, US
Nov 2014 – Jan 2020

• Partnered with External Partners, Vendors and Company Project Teams (including business users, project managers, application managers and developers).
• Facilitated workshops with SME's, documentation of process and work flows.
• Worked closely with clients and the business to identify and analyzed core business processes and workflows.
• Assisted with technical upgrades, improvements and enhancements by leading global roll-out project teams for the ATS across several countries.
• Developed, reviewed and improved the functionality of the Bosch Career website.

ACHIEVEMENTS
Department Head
Dec 2020
• Managed a 25-person team responsible

IT CONSULTANT, DOCUMENTUM
for the firm's stock custody.
IBM | Detroit, US
• Acted as IT consultant and business analyst in improving and maintaining
Aug 2006 – Aug 2013
software systems across the firm,
• Worked with the team to shape and improve the service
ensuring both data.
• Led several successful process
offered.
improvement efforts – for instance by • Tracked metrics and production of management information
simplifying the data backup process
in relation to agreed SLAs.
through a reduced number of data.
• Primary systems focus was RPG and • Worked with business users and system owners around the
Cobol implementations on IBM.
world.
• Provided support for the Documentum platform and applications.
Top Pertormer
Dec 2020
• Provided status on ongoing issues in timely and professional manner.