

## SUMMARY

Operations Analyst and Administrator experience of 15+ years, with a focus of project management and inter-department relationship liaison. Built a reputation for time management and meeting critical deadlines. Facilitate training for personnel of systems and quality control oversight for local and national systems.

## EXPERIENCE

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**SENIOR OPERATIONS ANALYST**      **GANNETT COMPANY, INC.**      Phoenix, AZ      9/2005 - *Current*

- Internal support for 10,000+ employees of desktop software and hardware concerns
- Primary support and organizer for Windows Server Update Services (WSUS) and System Center Configuration Manager (SCCM) environment: implementation, scheduling and processing
- Experience managing IBM iSeries and Microsoft Windows platforms: software and hardware
- Administrate, schedule and troubleshoot batch processing for all USA TODAY print sites and field operators
- Manage batch scheduling for Circulation and Advertising as determined by company commitments
- Create, organize, and maintain IBM iSeries backup jobs and schedules, and the Backup Recovery and Media Services (BRMS) onsite and offsite
- Organize and manage the storage of Operations, Midrange, and USA TODAY equipment for Phoenix, Arizona
- Create, maintain and test document support for Gannett Operations and USA TODAY operations
- Detail and organize job efforts for Gannett Operations staff
- Education and management of the Robot and Halcyon job scheduling systems
- Operational support and control for IBM Hardware Management Console (HMC), Symantec NetBackup and McAfee ePolicy Orchestrator 4.6
- Train Operations staff on systems procedures and tasks for the IBM iSeries and Microsoft Windows platform
- Exposure to SQL code and CL code using the IBM iSeries and Microsoft Windows platforms
- Research and implement new technologies for use within Gannett Operations to increase business efficiency
- Troubleshoot issues in the following areas: Exchange, Active Directory account management and security
- **Recognized for: USA TODAY National Support, Helpdesk Support, Project Management, and Training**

**OPERATIONS SPECIALIST**      **PHOENIX NEWSPAPERS, INC.**      Phoenix, AZ      12/2003 - 9/2005

- Internal support for 1,500+ employees of desktop software and hardware concerns
- Quality control of daily, weekly, and monthly state news media files
- Oversee daily batch scheduling and execute escalation policies to ensure production objectives are met
- Provide efficient communication across multiple departments to resolve customer and production issues

**COMPUTER OPERATOR I**      **ARIZONA FEDERAL CREDIT UNION**      Phoenix, AZ      1/2003 - 12/2003

- Monitor system software to locate and remedy system anomalies
- Address and troubleshoot employee software and phone system issues
- Oversee and implement business improvements of report generation and system processes
- Support external member system processes: ATM, shared branching, credit reporting, phone and internet
- Maintain backup of all Credit Union financial data

## EDUCATION

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**THE UNIVERSITY OF ARIZONA**      9/2018 – Present (3/2019)      PHOENIX, AZ

- The Coding Bootcamp (Continuing and Professional Education)

**UNIVERSITY OF PHOENIX**      5/2007 - 12/2010      PHOENIX, AZ

- Bachelor of Science in Information Technology/Information Systems Security
- Associate in Arts of Information Technology/Networking

**MESA COMMUNITY COLLEGE**      5/2004 - 5/2007      MESA, AZ

3rd Semester Computer Information Systems

**UNIVERSITY OF ADVANCING COMPUTER**      2000 - 2002      TEMPE, AZ

15-month study in Application Design and Systems Programming

**INSTITUTE OF FINANCIAL EDUCATION**      1997 - 1999      NORTH AUGUSTA, SC

Consumer Lending Business      Teller Operations      Individual Retirement Accounts

Communications Sales Excellence      Deposit Accounts and Services