

## IT Analyst with 7 years' experience and a master's degree in Information Systems.

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Experienced IT analyst with comprehensive knowledge of developing, documenting and delivering solutions for attaining business goals. Capable of leading cross-functional teams to advance continuous improvement of web-based solutions for clinical faculty and staff.

### Technical Proficiencies:

**Platforms:** Linux, MacOS, Windows

**Tools:** EC2, S3, Docker, XenServer

**Methodologies:** Software Development Life Cycle (SDLC), Agile Development

**Certifications:** AWS Certified Solutions Architect - Associate

## Professional Experience

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**IT Business Analyst |** Weill Cornell Medicine, New York, NY

**December 2017 – Present**

- Lead analyst and subject matter expert (SME) for the Conflicts of Interest module.
- Manage workflow of administrative approvals, training and documentation required for the advancement of over 5,000 research studies.
- Liaise with stakeholders to collect business requirements, create functional specifications, distribute data & interface with cross-functional teams.
- Conduct quality control testing used to improve workflows and enhance business processes.

**Application Support Analyst II |** Weill Cornell Medicine, New York, NY

**October 2015 – December 2017**

- Provided Tier 2 end-user support for research administration application modules.
- Provisioned user access rights to research administration application modules.
- Collaborated with lead analysts in the implementation, testing & training for new and enhanced functionality.
- Created and developed knowledge base to store documentation, procedures & solutions related to research administration application modules.

**Systems Support Analyst |** ClickIT Inc., Hauppauge, NY

**November 2013 – October 2015**

- Provided Tier 1 end-user support for MS Windows based system support & proprietary surveillance software.
- Conducted video analytics testing to improve motion detection, heat maps & people counting.
- Created and maintained company knowledge base.

## Education

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**Master of Science in Information Systems**

**Graduated 2014**

Long Island University, New York, NY

**Bachelor of Science in Information Management & Technology**

**Graduated 2011**

Long Island University, New York, NY

## Additional Skills

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*Knowledge Management • Stakeholder Management • Business Process Improvement • Requirements Gathering & Analysis*