

## **Experienced Information Systems professional holding a master's degree with 10 years of expertise.**

Experienced information systems professional skilled at building relationships and leveraging technical expertise to drive exceptional results. Adept at leading diverse teams to fine-tune business processes, enhance technical aspects, ensure top-notch quality, and elevate web based solutions.

## **Professional Skills**

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**Platforms:** Linux, MacOS, Windows

**Functional Skills:** Knowledge Management, Technical Writing, Requirements Gathering & Analysis, Change Management, Stakeholder Management, Business Process Improvement

**Technical Skills:** Cloud Computing (AWS), Virtualization, Troubleshooting, ServiceNow, Visio, HTML, Jira, Excel, Information Security, Networking, Data Loss Prevention

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

**Certifications:** AWS Certified Solutions Architect – Associate, Certified ScrumMaster (CSM)

## **Professional Experience**

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**Technical Specialist** | Weill Cornell Medicine, New York, NY

**July 2022 – Present**

- Works with Solutions Architect to develop/maintain an overall research administration application architecture.
- Maintains documentation of technical features of research administration portfolio.
- Assists in the design and improvement of SDLC processes and participates in solution design discussions.
- Assists in determining the best way to deliver required business function, based on identified business requirements.

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

**December 2017 – July 2022**

- Manage and liaise with stakeholders to gather business requirements, create functional/technical specifications, analyze, and distribute data, and interface with cross-functional teams including Business Intelligence, Application Development, Quality Assurance, Training and Security to ensure business process improvement.
- Use key performance metrics and data to provide insights and strategic business recommendations for key stakeholders.
- Develop project plans, workflows, training, documentation, and administrative approvals required to advance 5,000+ Weill Cornell research studies.
- Maintain business reporting specifications to automate and improve the optimization of Business Intelligence reports.
- Design business process workflow diagrams to identify opportunities for business operational improvement.
- Conduct quality control testing and gap analysis to create and improve workflows and business processes.

**Application Support Analyst II** | Weill Cornell Medicine

**October 2015 – December 2017**

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

- Provided Tier 1 end-user support for Microsoft Windows based systems & proprietary surveillance software.
- Conducted testing and analysis to enhance video analytics software.
- Created and maintained company knowledge base.

## **Education**

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**Certificate in Systems Design**

**2021**

Cornell University, Ithaca, NY

**Master of Science in Information Systems**

**2011 – 2014**

Long Island University, New York, NY

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

**2006 – 2011**

Long Island University, New York, NY