Dave Levine

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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-tine business processes, enhance technical aspects, ensure top-notch quality, and elevate web-based solutions.

Professional Skills

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

Solutions Engineer | Weill Cornell Medicine   **December 2023 – Present**

- Automated TLS certificate renewal for Weill Cornell research systems, enhancing security and efficiency.
- Devised multi-cloud system architecture diagrams for current and future states of research systems, facilitating strategic planning.
- Orchestrated and facilitated MySQL database migrations for two research systems, ensuring smooth transitions and minimal downtime.
- Performed comprehensive analysis for AWS database sizing normalization for research systems to optimize resource allocation and cost.

Technical Specialist | Weill Cornell Medicine.   **July 2022 – December 2023**

- Collaborated with Solutions Architect to establish and maintain a holistic research administration application architecture.
- Maintained detailed documentation of technical features of the research administration portfolio.
- Contributed to SDLC processes enhancements and solution design discussions.
- Assists in identifying optimal methods to deliver required business functions based on specified business requirements.

IT Business Analyst | Weill Cornell Medicine   **December 2017 – July 2022**

- Managed and liaised with stakeholders to collect business requirements, create functional/technical specifications, analyze, and distribute data.
- Collaborated with cross-functional to ensure business process improvement.
- Utilized key performance metrics and data to provide strategic business recommendations for key stakeholders.
- Led project planning, workflow development, training, documentation, and administrative approvals required to advance over 5,000 Weill Cornell research studies.
- Maintained business reporting specifications to facilitate automation and optimization of Business Intelligence reports.

- Designed business process workflow diagrams to identify potential improvements in business operations.
- 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.

Systems Support Analyst | ClickIT Inc.   **November 2013 – October 2015**

- 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

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