

## **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), ISC2 Certified in Cybersecurity (CC)

## **Professional Experience**

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**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**

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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 Systems**

**2006 – 2011**

Long Island University, New York, NY