

## **IT Analyst with 8 years' experience and a master's degree in Information Systems.**

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Experienced IT analyst with a proven keen grasp of interpersonal relationship management and technical skills utilized for attaining business goals. Experience includes the successful demonstration of leading cross-functional teams to perform and document insightful assessment of current business processes, technical analyses, quality validation and continuous improvement of 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

### **Professional Experience**

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

**December 2017 – Present**

- 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.

**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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<b>Certificate in Systems Design</b>	<b>2021</b>
Cornell University, Ithaca, NY	
<b>Master of Science in Information Systems</b>	<b>2011 – 2014</b>
Long Island University, New York, NY	
<b>Bachelor of Science in Information Management &amp; Technology</b>	<b>2006 – 2011</b>
Long Island University, New York, NY	