

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

Experienced information systems professional adept at optimizing processes, ensuring quality, and aligning web solutions for business success. Accomplished in leading diverse teams to shape architecture, streamline development, and drive results. Demonstrates strong leadership in cross-functional teams, leveraging technical expertise and relationships to achieve strategic objectives.

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

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

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