

NENA ESAW

PASADENA, MD
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Highly accomplished Application Support Analyst with 10 years of complex technical knowledge and interpersonal skills. Considerable experience with providing leadership, guidance, training, motivation, and ongoing support in a fast-paced environment. Experience with working in a diverse team to resolve major incidents quickly and effectively.

CERTIFICATIONS

AWS Cloud Practitioner
CompTIA Security+
CompTIA Server +

March 2023-2026
July 2017-2023
June 2019

TECHNICAL SKILLS

Oracle, Microsoft Products, VMWare, SQL, SQL Developer, TOAD, Microsoft Suites, Remedy, JIRA, Software Support, Linux, Network Support, Customer Service, Troubleshooting, Diagnosis, EDI, AWS, Citrix, ServiceNow

EXPERIENCE

MARCH 2019 – PRESENT

APPLICATION SUPPORT ANALYST, NAKUPUNA SERVICES

- Provide back-end Oracle database support to application users.
- Research issues on various computer systems and database to resolve complaints, answer inquiries, and outline solutions.
- Create and generate templates, views, and queries by using SQL queries and database concepts.
- Enter software bugs and enhancement requests into JIRA.
- Identify and recognize opportunities to resolve problems related to EDI transactions.
- Responsible for running processes from on-prem data to AWS cloud environments.
- Manage business workflows to carry out various task.
- Generate monthly metric reports with PowerBI for organizational needs.
- Review backlogs, analyze help desk data and resolve issues related to applications/systems.

JANUARY 2018 – DECEMBER 2021

DATA SUPPORT ANALYST, ORAN

- Helped to maintain data integrity with application by running SQL queries to analyze data.
- Supported applications, updating, and improving stored procedures, problem solving and providing documentation as required, including root cause analysis.
- Maintained SQL scripts indexes and complex queries for analysis and extraction.
- Provided data analytics to support organizational decision making and information analysis.
- Investigated and troubleshoot any data and application issues.
- Collaborated with database developers, application developers, to architect and implement new features and solutions for customers.

AUGUST 2016 – JANUARY 2018

APPLICATION ANALYST, RAYTHEON-SOLIPSYS

- Troubleshooted issues for Windows and Linux (RHEL) users.
- Assisted System Engineer team with software test cases to ensure software builds perform as expected at client sites.
- Researched, diagnosed, troubleshoot, and identified solutions to resolve customer issues related to software applications.
- Generated license keys for software packages distributed to over 200+ customers/programs.

MARCH 2015 – AUGUST 2016

HELP DESK SUPPORT SPECIALIST, NCQA

- Worked with Microsoft Active Directory (AD) providing account creation, modification, and support for customers experiencing issues with authentication
- Assisted with connectivity issues, installation of software and configurations.
- Documented incident with detailed break-fix steps and resolution in Remedy ticket tracking system.
- Handled customer issues with hardware, software, network problem diagnosis.

EDUCATION

ANNE ARUNDEL COMMUNITY COLLEGE, COMPUTER INFORMATION SYSTEM, A.A.S.
(IN PROGRESS)

