

# NENA ESAW

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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)**

