

Duane Hobson
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PROFESSIONAL SUMMARY:

Business Systems Analyst with background in analytics, IT, technical support, audit support, CRM, project management, training and documentation. Successful at driving productivity results. Critical thinker who addresses client support issues quickly and who consistently exceeds performance standards.

EMPLOYMENT:

Panasonic, Newark, NJ

09/2013 – Current

Senior Service Analyst 05/2016 – Current

Provide BI system management, data repository oversight, service analysis, audit support, QA, and training.

- Administration of central repository for all data sources including repairs, deployment numbers, call data, invoice/cost data for Mobility, Projector, Pro Audio/Video, TV Display, Point of Sale, and Security Camera.
- Reporting automation including creation and modification of SQL stored procedures and queries for advanced calculations and data cleansing to support business logic for report building and modification
- ISO 9001:2015 Audit certification achieved; produce KPI metrics and tracked audit progress via the QMS.
- Deliver custom reports to Panasonic factory for several products including ProVideo, Projector, and Display.
- Prepare executive dashboard report for upper management for our flagship Mobility product line.
- Liaise with partners like FedEx for rework projects and vendors like Service800 for customer survey data.
- Administration of QMS (Quality Management System) contained within SharePoint including user access management, automated alert configuration, and assisting with library folder organization and modification.
- Liaise with IT department to facilitate deployment of laptops for various Panasonic employees.
- Interface with DBA to facilitate automated data transfers from our partners via EDI and ETL processes.
- Utilize COGNOS application to capture Sales data and Repair to create an automated Break Rate report.
- Access Control List administration for users of SSMS as well as database table and schema management.
- Conduct profitability assessment for warranty programs and specialty software
- Trained new team member on analytics, SQL queries, Excel, and custom reporting for VIP customers.
- Generate repair cost reports for Accounting that include internal depot repairs and FedEx partner repairs.
- Represent analyst team at Engineering meetings with presentation delivery and dialogue with members
- Capture and analyze closure metrics for ticket escalations from Tier1 through Tier3

Service Analyst 09/2013 – 05/2016

Provided service analysis, QA, audit support, and training.

- Constructed and delivered reports containing product break rates, defect rates, part usage, and cost analysis.
- Liaised with departments like IT, Quality Control, Sales, Call Center, Marketing and Product Management.
- Developed SQL queries to detect/resolve data anomalies and extract key metrics from data warehouse.
- Administration of Documentum (document management system) including system launch, user access management, creation of UAT test scripts, creation of HTML document templates and documentation for configuring/tweaking Documentum, and liaising with Change Advisory Board for change/release management
- Provided technical support for DAIS (Onboarding system for Partners and Products) within SLX application
- Captured and organized the source data to support audit reporting for ISO certification and KPMG oversight.
- Utilized ServiceBench application for ASP onboarding and service metrics reporting
- Utilized survey metrics captured in Salesforce.com application to provide VOC (Voice of Customer) analysis
- Customized reporting of Break/Fix metrics and Installation metrics for McDonald's, Steak-N-Shake, and UPS.
- Trained new team member on best practices for analytics, basic SQL queries, and advanced Excel.

Infinity Information Systems, New York, NY

03/2011 – 06/2013

Business Systems Analyst/ Application Support

Provided analysis, PM, QA, and support for clients including Blue Cross, Lord Abbett, and Panasonic.

- Provided Level 3 Support for escalated issues over email, telephone, and in person.
- Gathered requirements and created design specs for various custom modifications.

- Lead QA effort using SharePoint for tracking purposes. Worked with developers to identify bugs and tweak customizations. Deployed changes into UAT and was primary contact for test users' feedback.
- Liaised with business partners and vendors to maintain system functionality and provide RCA for problems.
- Developed SQL queries to detect and resolve data inconsistencies and perform account realignments.
- Published documentation for server and application administration, and change/release management.
- Changed approach from reactive to proactive for systemic CRM issues by remotely monitoring the health and resources in real-time for 17 servers in the client data center resulting in virtually zero system down issues.
- Administered and customized LAN and web-based SalesLogix CRM (SLX) environment with multiple servers, applications, and interwoven technologies including SQL, IIS/FTP, KnowledgeSync, and Scribe.
- Reduced amount of escalations and how-to questions by 50% by designing a syllabus and conducting training for client's SLX Level 1 Support team and power users.

Top Gun Sales Performance, Secaucus, NJ

03/2008 – 3/2011

Application Support/ Business Systems Analyst

Administered CRM environment with interwoven technologies, including training and liaison duties.

- Served as primary point of contact for power users and program managers within clients' main office.
- Developed SQL queries to detect and resolve data inconsistencies with the goal of maintaining data integrity.
- Investigated system trend irregularities. Escalated and consistently stepped up to lead the efforts for permanent solutions thereby saving staff resources for other projects.
- Involved with product discussions, periodic maintenance, and software releases.
- Interfaced with Product Manager and Engineers to maintain system functionality and provide RCA for issues.
- Liaised with other technology groups, Offshore Support, and vendors on issues affecting End-user community.
- Collaborated on UAT with QA and business units during staging, pre and post-production packaging.
- Developed documentation for server maintenance, application administration, and change/release mgmt.
- Managed multiple client rollouts from inception through closure and provided support for over 500 users.
- Identified trends and suggested ways to streamline and improve processes and protocols used by the firm.
- Provided training and process documentation for end users, power users, and Tier 1 helpdesk personnel.

Vonage Digital Voice, Holmdel, NJ

10/2004 - 03/2008

Technical Support Analyst

Delivered technical and general support for potential and existing customers.

- Resolved sound quality issues, dropped calls, and advanced installation problems.
- Provided support for billing, number transfer, installation, and sales and trained new hires.

StayInFront, Inc., Fairfield, NJ

06/2002 – 10/2004

Team Lead Support Analyst

Provided technical support for proprietary CRM software for eight pharmaceutical clients.

- Provided QA and technical support for laptops, FAXs, printers, scanners, laptops, tablets, and PDAs.
- Performed production tasks such as adding users, scoping rules modification, running data import/export programs and releasing sales data, call plan designations, and model revisions for users.
- Polled techs for recurring issues, analyzed call tracking software, compiled a list of problems and corresponding procedures for resolution, and created manuals for the CRM software specifics.

SOFTWARE:

MS Office, SQL 2005/2008/2012, HTML, SharePoint, Active Directory, DTS Wizard, Visio, COGNOS, PowerBI, Oracle (SQL Developer Tool), SalesforceDotCom, MS Dynamics CRM v 4/5, IIS, FTP, SalesLogix 7.2/7.5/8.0, KnowledgeSync, Scribe, Power Admin Server Monitor

EDUCATION:

Frontier Technical Training Institute, East Orange, NJ

09/2000 – 04/2001

PC Networking & Router Specialist - Certificate

Hands-on training for Win 2000 Advanced Server, MS Exchange, and Cisco switches/routers.

CERTIFICATIONS:

- **MCP - Windows 2000 Professional /Server /Infrastructure Administration**
- **CISCO CCNA**
- **COMP/TIA A+**