

STEFFAN KENT

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PROFESSIONAL HIGHLIGHTS

- Extensive technical and management experience in information systems technology with a solid academic background in computer information systems and business administration.
- Excellent communicator with strong leadership skills and the ability to build cohesive, productive teams while fostering and encouraging creativity and individual expression.
- Areas of expertise:

Operations Management	Project Management	Quality Management
Mainframe & PC Operations	Software Development	Systems Design
Customer Relations	Technical Support	Troubleshooting

WORK EXPERIENCE

Supervisor, Financial Systems, Omaha Public Power District, Omaha NE (20xx to present)
Oversee the maintenance and enhancement of financial systems to ensure process integrity and system stability for user areas.

Significant Accomplishments

- Managed the implementation of a major software upgrade, significantly increasing efficiency in the use of accounts payable and purchasing systems.
- Converted contract and payee information from a third party system to an internal automated system, resulting in approximately \$72,000 in annual revenue for the organization.
- Developed a cohesive, productive work team of individuals from diverse areas of the organization, utilizing strong interpersonal and leadership skills to foster and encourage teamwork and cooperation among team members and with user areas.
- Utilized TQM principles to implement several internal process improvements that have resulted in hundreds of time-saving hours annually.
- Promoted into management position after only six months as a Systems Analyst.

Programmer/Analyst, Bishop Clarkson Hospital, Omaha NE (20xx – 20xx) Provided systems support and enhancements to user areas throughout the hospital. **Significant Accomplishments**

- Developed and implemented an automated system for processing employee timesheets, thus eliminating the need for handwritten timesheets.
- Researched, designed and developed a new software application now being used by managers throughout the organization for strategic planning and reporting.
- Recognized as Information Systems Employee of the Year for the high quality of customer service provided and the successful resolution of numerous systems problems.

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WORK EXPERIENCE (Continued)

Senior Computer Operator, Bergen Mercy Hospital, Omaha NE (20xx – 20xx)

- Supervised shift operations and staff, trained employees, developed work schedules and monitored work performance.
- Operated IBM and Digital systems; identified and resolved problems to assure smooth and efficient system operations.

EDUCATION MBA with Concentration in Management Information Systems

Bellevue University, Bellevue NE

Expected Graduation: June 20xx

Bachelor of Science, Bellevue University, Bellevue NE (20xx)

Major: Computer Information Systems

Minor: Business Administration

GPA: 3.45/4.00

GPA in major: 4.00/4.00

Dean's Scholar

Certificate in Computer Programming

Electronic Computer Programming Institute, Omaha NE (20xx)

TECHNICAL KNOWLEDGE AND SKILLS

C, C++, Visual Basic, COBOL

Windows 9x/200x/XP

Advanced Microcomputer Applications

UNIX/Linux

Management & Design of Database Systems

SQL

Relational Database Management

Microcomputer Graphics/Mapping

MS Office (Word, Excel, PowerPoint, Outlook, Access)

REFERENCES AVAILABLE UPON REQUEST

