

S/H

SEYGOURNEY HOOVER



EXPERIENCE

ASSOCIATE PRODUCT MANAGER SS&C ADVENT JUN 2020 - PRESENT

- Lead multi-disciplinary teams of 4-6 in designing, testing and resolving 30+ bugs and features for SS&C's Genesis rebalancer
- Act as point of contact on behalf of Product Development for 3 clients through the onboarding process alongside Sales and Professional Services teams
- Manage development environments, atoms, data extraction and mapping processes through Dell Boomi

CLIENT SUPPORT ANALYST SS&C ADVENT MAR 2016 - JUN 2020

- Demonstrated methodical, detail-oriented approach to resolving 1,908 Salesforce cases received online, by phone or from internal teams that led to repeated recognition for being exceptionally client focused
- Managed Tier II and III escalations for 800 accounts documented through Jira and worked collaboratively with Development, Business Analysts and other internal teams to facilitate the delivery of key hotfixes for critical bugs
- Utilized knowledge of SQL Server and computer networking to troubleshoot issues within the Moxy trade order management system ranging from electronic trading (FIX) tag customization to system performance.

FRONT DESK AGENT/SALES ASSISTANT HILTON WORLDWIDE OCT 2013 - MAR 2016

- Assisted sales with the goal to sell out 118 guest rooms along with the meeting space for weddings and other events
- Consistently worked to quickly and effectively resolve issues and exceed expectations, resulting in several surveys on Trip Advisor
- Trained 8 staff members on front desk procedures and managed hotel operations during overnight hours for 2 hotels totaling 230 rooms.

SKILLS



Microsoft



EDUCATION

Florida A&M University, 2014,
Bachelor of Science,
Computer Science

CONTACT



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