IT CONSULTANT

Solution-driven IT consultant with development experience involved in all phases of the software development life cycle. Hands on learner with a firm grasp of logical coding and data structure. Has successfully designed, developed, and implemented customized solutions based on business requirements and processes.

Key qualifications include:

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| --- | --- |
| * Strategic partnering with project sites and international clients * Project development and implementation * Data Analysis and Quality Assurance * Requirement Analysis * Business Intelligence * SQL/Oracle * Familiar w/ PM specific concepts, from discussion of requirement to documented web-based solution | * Agile Methodologies * Team building, mentoring and leadership * Effective under pressure handling multiple work streams simultaneously * Experience w/ data flow diagrams, UI mock-ups, usability testing, accessibility * SCRUM within an Agile Environment * Appian reporting function |

Professional experience

**Content Contributor, GROUNDEAD – Remote April 2019-Present**

*GROUNDEAD, known as the Hypebeast of Underground Streetwear. Helped* *manage production workflow for the Contribution Team at GROUNDEAD. Working closely with the Production Manager, my main output is the smooth and efficient execution of all projects assigned to me.*

* Maintain knowledge of past and current brands.
* Assist in securing, scheduling, and managing of talent for assigned task.
* Work closely with the Production Manager to uphold the standards of the GROUNDEAD brand.
* Continually improving efficiency and enforcing our production process.
* Ensure all productions are wrapped in a timely manner and within budget.
* Track project timelines and deadlines – ensuring individuals are kept informed and workload is maintained at a manageable level.

Solution Consulting- Consultant I, FICO– Fairfax/Virginia November 2018-Present

*Configured collections and recovery application (Debt Manager) using experience in Agile methodology of sprints for various development stages* *for various clients in different industries*

* Identify and obtain agreement of User stories based on requirements from clients within JIRA
* Assist Debt Manager Architect with translating User Stories into technical requirements and tasks
* Mentor clients on usage of Debt Manager Solution
* Engage functional analysts from other FICO practices as needed
* Support lead consultant with project execution, RFP, and SOW documentation
* Maintain project schedule and WBS with support from lead consultants
* Manage issues and enhancements identified throughout the project by working with the appropriate FICO Team members.
* Configure Debt Manager application to fulfill client requirements

Associate Consultant, Zimpatica, LLC– Fairfax/Virginia April 2018-October 2018

*Configured applications using experience in Agile methodology of sprints for various development stages*.

* Utilize varied skill set and experience to construct, implement, and deploy process-centric business process management solutions based on Appian software
* Leverage experience in a range of critical process improvement disciplines, including business process management, knowledge management, personalization, business intelligence, and application integration.
* Participating in an Agile/SCRUM software development lifecycle including: creation of Software Requirements Specifications (SRS), Technical Design Documents, Design/Code Reviews, Quality Assurance, and Defect Resolution
* Analyze client’s business strategy, their business processes, and develop technical solutions to support their business strategyAnalyzing product specifications to create and execute software and application test cases, report defects and complete to closure (bug development fixes) within an Agile environment
* Implement quality assurance plans, load testing and roll-out plans
* Actively engaged in supporting Zimpatica’s internal application development team with several high visibility applications built on the Appian platform
  + Collaborate with internal product owners to product application requirements utilizing JIRA.
  + Active member of the internal application development team responsible for designing, developing, promoting, and testing user stories prioritized within sprints
  + Working knowledge of Appian SAIL and process modeler
  + Experience with interactions between Appian and a MySQL database instance

Contributed to updating and expanding Zimpatica Internal training program and modules

**Associate IT Consultant, Revenue Solutions – Providence/Rhode Island July 2017-** **April 2018**

*Configured a detailed case type, case attributes, case work-lists, and Offline JAMS jobs for an international client.*

* Debugging software issues, document and relay findings to developers using Microsoft Team Foundation Server
* Facilitating development and implementation of improvements to client's information technology systems.
* Participating in an Agile/SCRUM software development lifecycle including: creation of Software Requirements Specifications (SRS), Technical Design Documents, Design/Code Reviews, Quality Assurance, and Defect Resolution
* Thorough knowledge of writing and executing automation scripts through SQL Server Management Studio
* Analyzing product specifications to create and execute software and application test cases, report defects and complete to closure (bug development fixes) within an Agile environment
* Creating and Executing software test cases based on design specifications and clients requirements
* Software development and database configuration in order to drive the functionality of RSI's Revenue Premier Enterprise software package
* Writing SQL scripts to update data or configure new reference data into multiple databases for various client projects
* Editing existing code or writing new code in FICO Blaze (object-oriented programming) business rules engine to add new functionality to improve government processes for different client project sites. In addition, performing BRE (business rules engine) software merges.
* Design and develop the business rules in all five tax functional areas included for the cities of Seattle and Chicago, and the province of Saskatchewan, Canada
* Triage and assign bugs to the appropriate developers with the proper information that allows them to solve the issue at hand
* Working collaboratively by sharing and reusing rules, rule sets, rule flows, object models, and other decision assets  within BRE system).
* Use of programmatic method of dot-notation syntax
* Executing thorough QA testing of software in order to make sure it meets client specification
* Writing configuration documentation, testing guides, validation documents, and developer documentation to be used by RSI employees in the future

Budget Intern, Metropolitan Washington Airport Authority – Washington/D.C Summer 2016

*Advanced the company’s business development and financial budget planning.*

* Obtained hands on exposure to strategic financial operations and data analysis processes.
* Developing accurate forecasting models; tracked actual vs. budget results thoroughly.
* Conducting in depth data analysis to ensure favorable results throughout all financial programs.
* Collaborating extensively with management to develop company budget.

Business Development Intern, Cardtronics – Bethesda/Maryland Summer 2015

*Created extensive project plan to revamp outdated customer relationship management (CRM) database and replace with more up to date model.*

* Utilizing my problem solving, analytical, research and organizational skills to understand the business
* Assist teams in real life projects focused on knowledge management, serving clients, and internal firm service initiatives that supported Cardtronics overall business development.
* Client Prospecting- researching future Cardtronics members
* Help building relationships between financial institutions and Cardtronics
* Contributed strong leadership and organizational skills to ensure projects for high profile clients were completed on time.
* Conducting thorough market research and analysis.
* Providing support to multiple business departments, including sales, account management and marketing

Extern, Black Rock – New York/New York Summer 2013

*Assisted day-to-day operations, focusing on Black Rock’s Fixed Income Franchise*

* Explored Black Rock’s Fixed Income Franchise - Portfolio Management, Product Strategy, and Trading
* Assisted Credit Product Strategy Team with monthly performance and positioning reports for flagship high yield fund

**Bank Teller, MCT Federal Credit Union – Rockville/Maryland Summer 2012**

*Assisted in daily functions credit union for Montgomery County employees, managing customer service accounts.*

* Demonstrated strong communication skills while resolving inquiries and promoting branch services.
* Ensured quality control throughout daily account management operations.
* Processed standard teller transactions for customers including servicing client accounts, accepting loan payments, managing safe deposit box payments, cashing checks, balancing cash drawers, handling night deposits, correcting discrepancies.
* Balance Automated Teller machines, Teller Cash Dispensers (TCDs)/ Teller Cash Recyclers (TCRs) often totaling more than $100,000.
* Process 25+ customer transactions per hour with extreme attention to detail.
* Respond to customer account inquiries totaling 130+ weekly accounts.
* Assisted with the training of 2 new tellers ensuring that they received a comprehensive education on proper banking policies.

Education

UNIVERSITY OF PITTSBURGH

*Bachelor of Science in Business Administration, Business Information Systems, University of Pittsburgh, College of Business Administration, Pittsburgh, PA; 2013-2017*

*Minor in Administration of Justice, University of Pittsburgh, Pittsburgh, PA; 2013-2017*

UNIVERSITY OF PITTSBURGH (NCAA) MEN’S TRACK & FIELD TEAM; 2013-2017

* 2016 Second Team Indoor All-ACC (Men's 4x400 Meter Relay)
* 2016 NCAA East Regional Qualifier (Men's 4x400 Meter Relay)
* 2016 NCAA Nationals Qualifier (Men's 4x400 Meter Relay)
* 2017 Second Team Indoor All-ACC (Men's 4x400 Meter Relay)
* 2017 NCAA East Regional Qualifier (Men's 4x400 Meter Relay)

Certifications

* Cornell University Project Management Certificate, October 2019
* Certified ScrumMaster (CSM)®, Scrum Alliance, December 2018
* Global Technology Services (GTS) Cloud Ambassador

*GTS Cloud Ambassadors have gone through FICO’s GTS Cloud Ambassador certificate program and are considered a leader in driving Cloud discussions with FICO customers in relation to our Cloud infrastructure, security, architectures, and other aspects of our Cloud solutions.*

* Appian A-Score (20)
* Appian Analyst Credentials (Appian)
* Certificate of Competence- Project Implementation Consultant (Revenue Solutions Inc)

skills

* Proficient in Microsoft Office Suite
* Customer Experience
* Product Management
* Strategic Thinking
* Organization
* Software testing
* Exceptional presentation abilities
* Excellent analytical and organizational skills
* Excellent communication skills
* Strong follow-through and follow-up