

James David Stone

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EDUCATION

May 2012

Bachelor of Arts, Major: Political Science
Hamline University, Saint Paul, Minnesota

Honors and Activities:

- Dean's List
- Named Hamline University Football Captain both Junior and Senior year
- Selected to serve on Leadership Council for the Hamline University Football Team
- Selected to serve on Student Athletic Committee Board

WORK EXPERIENCE:

- June 2015 – Present Sr. Technical Solution Analyst, **Cerner Realization Campus**: Kansas City, Missouri
- Promoted from Technical Solution Analyst to Senior September 2017
 - Received award for Outstanding work in October 2016
 - Provide level 2 and 3 technical application support for Cerner's Material Management Solution which supports thousands of providers in over 30 countries
 - Learned CCL (Cerner Command Language) which is patterned after SQL and is used to obtain data from Oracle databases.
 - Use CCL to identify incorrect data, update software, and determine whether the Service Request is due to faulty code or improper workflow
 - Work with engineers to log code revisions to fix faulty code that is causing incorrect data
 - Our solution has over 30 applications and over 100 different tables within the data model
 - Work within a ticketing system. Have used Navigator, Remedy, and SRM.
 - Tasked with updating existing knowledge and creating new knowledge articles
 - Provide transition calls for new clients to Cerner's Materials Management Solution
 - Train new associates
 - Liaison between other solutions and organizations
 - Materials Management Solution has cross over between other solutions such as Pharmacy, Direct Care, Charge Services, and Foreign Systems Integration
- April 2012 – June 2015 Special Care Team Technical Specialist, **Target Northern Campus**: Brooklyn Park, Minnesota
- Promoted from CSC Specialist in April 2014
 - Platform owner and Subject Matter Expert (SME) for Target Video Solutions (TVS) within the Client Support Center
 - Awarded 'Top Dog' for a work within TVS platform in March 2015
 - Saved Target time and money with process changes and tools
 - Brought collaboration to platform between all support teams
 - Owned minor platforms within Client Support Center:
 - Enterprise Applications (Microsoft Group Chat and Lync, ServiceNow, and Bastion Host)
 - Active Directory and MyAccess
 - Tasked with updating processes, tools, and knowledge used to troubleshoot TVS issues
 - Provided communication between first level and all other support groups
 - Created a segmentation group to field all TVS related calls, emails, web forms, and escalation requests.