

Kevin Harger

Microsoft Certified Professional with 10+ years IT experience - Microsoft Certified Professional / Specialist

BUSINESS / TECHNICAL SKILLS

- Business Analyst
- SBE Integration Consultant
- Senior Support Engineer
- Microsoft Certified Professional
- Microsoft Specialist Dynamics CRM 2013
- Excellent Communication/People Skills
- **SUMMARY:** Business Analyst, Implementation, and support of software for Mobile & Network Systems, and integration services for corporate clients. Clients included WE Energies Utility Company, Humphrey Scottish Rite Masonic Center, Children's Dyslexia Centers of Wisconsin, Enterprise Leasing & Rent a Car Company, DePaul Hospital - St. Louis, University City of Missouri, IPC International Corp., Anheuser Bush, Clark Oil, Monsanto, IBM Global Services, McDonnell Douglas, Kohl's Department Stores, Advanced Disposal Services, Veolia Environmental Services.

PROFESSIONAL EXPERIENCE

Jan 2012 – Present

SensiPass (Security 3-FACTOR dynamic digital signature)

- Consulting on business development and direction (currently Electronic Access Control)
- Assisting with market identification and clients onboarding via global Zoom meetings
- Helped prioritize and track which projects are implemented using agile processes
- Managed development processes with GIT and Asana among other tools
- Project Management developing security application for wireless digital keys for supply chain industry
- Assuring project progress working with developers and executives in three companies and three countries
- Create documentation of systems and processes using wireframe, swim-lanes, use cases, etc.
- Develop Functional Requirements Documents for Amazon Web Services Connectivity Process
- Develop vendor certification program including certification and support documentation
- Develop training materials for vendor qualification program
- Develop support program for worldwide customer opportunity
- Trained interns on software functionality

KaVo Kerr Group (International Dental Manufacturing)

Feb 2016 – Nov 2016

Senior CRM Business Analyst

- Lead functional analysis and documentation of application enhancements including Functional Requirements Documentation, Gap Analysis, and Use Cases for Sales, Marketing, and Customer Service. Provided support for five companies; Ormco, Pentron, Kerr, Axis Sybron Endo, and Total Care.
- Develop accurate design of desired business processes and system design
- Communicate status and requirements modifications
- Resolve technical issues involving plugins, work flow processes
- Created documentation, reports, specifications, training material as applied to Dynamics CRM / Sales
- Participate, plan, and document security configurations
- User Acceptance Testing (UAT) across multiple teams and departments
- Mobile CRM users support/planning
- Design and testing of integration and interface solutions during merging of companies CRM systems
- Understanding of data models, tables, basic SQL queries and analysis
- Design basic dashboards and reports for analysis, KPI's and process improvements using Visual Studio/SSRS, Salesforce, Tableau, Dynamics CRM 2011/2013, Marketing Data Management, HubSpot, Oracle and Data Warehouse, Badger Mobile
- Support analyst for the help desk ticket queues
- CRM roll outs, releases and upgrades on an Agile 2 week sprint cycle

Ingram Micro –

Jan 2015 – Feb 2016

Senior Business Analyst (Dynamics CRM 2015)

- Senior Business Analyst for Microsoft Dynamics CRM in more than 25 Countries around the world
- Develop baseline CRM implementation
- Develop business and functional requirements documents in Team Foundation Server

- Create UML Use Cases and Wire Diagrams using Microsoft Visio and Screen shots
- Facilitate requirements sessions between Stakeholders and Developers
- Facilitate User Acceptance Testing
- Sales process Gap Analysis for compatibility to MS Dynamics CRM

Guaranty RV - (Recreational Vehicle Dealership)

July 2014 – Jan 2015

CRM Business Analyst

- Provide Functional Requirements Analysis in an Agile development environment
- Design workflow processes to notify sales persons when new inventory matches customer
- Create Entities, relationships, workflow processes
- Create SSRS reports for monthly monitoring of sales activities and best practices
- Create dashboards and SSRS reports that reflect sales performance and activity
- Import inventory and customer databases from previous system
- Develop marketing campaigns for new leads and existing customers

Veolia Environmental Services -

July 2013 – March 2014

Senior Business Analyst

- Migrated server applications during corporate acquisition
- Modified and configured Security Settings, Time reporting system (Kronos), and MSSQL scripts.
- Modified ASP.Net apps in IIS 5/6 environment.
- Consulted on design and best practices for CRM 2013.

Kohl's Stores –

March 2012 – June 2013

Senior Business Analyst

- Lead on deployment and migration teams
- Re-designed automation process for migrations
- Worked with SCCM team to capture user profiles
- Project Lead for remediation of more than 3,000 software for seven departments including Finance, Credit, Marketing, Merchandising, Audit and others
- Administrator level support for corporate MS Active Directory network environment
- Microsoft client operating system support
- Authored technical documentation for knowledgebase articles
- Some of the applications include; Remedy, VPN Remote Access, Wireless Clients, Remote Desktop, SCCM, VPN, Dozens of Web Apps, Verint, Kronos, Citrix, Clarity, Oracle, PeopleSoft, Crystal Report, SAS, etc

WE Energies –

July 2011 – March 2012

Business Analyst - Level 3

- Worked on deployment and migration teams in migrating We Energies utility company from Windows XP to Windows
- Designed and led process for capturing and loading user profiles on laptops and PC's company wide
- Central point of contact for resolving migration issues/requests/scheduling/execution for Windows 7 Migration Team
- Administrator level support for corporate network print environment
- Microsoft client operating system support in an Active Directory environment.
- LAN/WAN topology (file rights, drive mappings, server attaching, implications of LAN ID administration) in Windows 7
- Authored technical documentation for knowledgebase articles
- Worked with Roaming profiles, BMC Remedy, wireless client support, HP Radia, Powershell scripting, SQL Server
- Assisted with Implementation of Remedy 7.5 web based software solution for more than 5,000 users

Panatrack Inc. -

2009-2010

Consultant Dynamics CRM

- Installed/Configure Microsoft Dynamics CRM 2011 IFD, DotNetNuke Web Portal Design.
- Customize Integration of CRM 2011 , Dynamics GP 10 / MS SQL Server
- Configured IIS 5.x, 6.x, 7.0 Web Portals for access by Hand held barcode scanner devices.
- Modified MS SQL scripts as needed.
- Designed sales and quoting system, contract, support, and other processes.
- Configured and installed Nortel routers and telecom equipment.
- Configured, Installed, and supported Motorola hand held inventory devices on Windows CE platform.
- Administered Active Directory , Firewalls, Exchange

Technology Supported:

- Microsoft Dynamics CRM 4, 2011, 2013, 2015
- Exchange 2013, Outlook 2013
- SharePoint 2013, IIS 5/6/7
- SQL Server 2008/2012
- Office 2010/2013
- Windows Server 2008/2012
- SCCM 2007/2012
- Remote Access, Wireless Clients, Hyper-V
- Remote Desktop, VPN
- DNS, Active Directory
- Windows Desktop 7/8/10
- PowerShell , Linux (CentOS)

EDUCATION, TRAINING, Certifications

- AS-Electronic Technology Communications, Milwaukee Area Technical College, Milwaukee
- BS-MIS Computers, Milwaukee School of Engineering, Milwaukee, WI
- WI Small Business Management, UW Madison, Madison, WI ... Certification
- Microsoft Dynamics CRM 2013 ... Microsoft Specialist ... Certification # E816-7969
- Microsoft Certified Professional ... Certification # E816-7970
- Microsoft Windows Server 2012, 2008R2, ... Certified Training
- Microsoft Windows 7, Windows 8 ... Certified Training
- Microsoft Office 2007, 2010, 2013 ... Certified Training
- Microsoft SQL Server 2012, Exchange 2013, SharePoint 2013 ... Certified Training
- Hyper-V, IIS-7 ... Certified Training
- Dale Carnegie – Leadership Training for Managers Certification - 1997
- ITIL Foundations Training - 2016
- Defy Ventures, Business and Leadership Training, Valedictorian - 2019
- Harvard University Online – Computer Science – Artificial Intelligence – Data Science – Python - 2021
- Technical Sales Bootcamp - Elevatehire.com - 2021
- BetterUp - Whole Person Coaching - 2021