

BUSINESS SERVICE ANALYST/CLIENT DELIVERY CONSULTANT

Professional Summary

To provide exceptional service and team support in order to ensure continued success towards customer value, respect and loyalty. MS SharePoint Admin Logistics Incident & Problem Management OPAS Budgeting Service Center / Peregrine Compensation/Benefits Administration Accounting/Finance Staffing Project management Lotus Notes EON Customer service Systems analysis/support Travel administration Security requests Mainframe reporting and job control Metric reporting Training coordination Creating and publishing websites Service Manager Ticketing System Employee/Public relations Training/Development Release coordination Labor relations Labor Law compliance. Seasoned [Job Title] successful at developing product road maps and leading cross-functional software teams from prototype to release. Excels at project cost planning and iterative development.

Skills

- Incident Management
- Problem Management
- Business process improvement
- Requirements gathering
- Collaboration tools
- Effective multi-tasker
- Team player
- MS SharePoint Design
- Excellent communication skills
- Customer service-oriented
- Excellent planner and coordinator
- Accurate and detailed
- Invoice processing
- Critical thinking
- Team building
- Benefits and payroll coordination
- Staff recruiting and retention
- Background checks
- Payroll processing
- Time management
- Multi-line phone proficiency
- Conference planning
- Travel administration
- Spreadsheet management
- Employee training and development

Work History

Business Service Analyst/Client Delivery Consultant 01/2004 to Current

Baptist Health "Lonoke , AR

- Supported the incident and problem management process by documenting, communicating, reporting incidents and problems and determining root-cause analysis.
- Conducted training on new process and tools, on-call and after-hours support, and direct client support.
- Coordinated incidents to resolution and ensures processes are followed as defined within the service contract.
- Maintained the team SharePoint site as via MS SharePoint Designer.
- Coached and mentored new staff members on team processes and procedures.
- Collaborated with client to ensure excellent communication on service improvement is maintained.

Helpdesk Coordinator 01/2002 to 01/2004

Darling Ingredients, Inc. "Crows Landing , CA

- Helpdesk representative serving GMAC.
- Maintained knowledge base repository and functioning as liaison between EDS and GMAC management to ensure thorough communication was made on all critical and potentially critical system problems at a client location.
- Coordinated metric collection/reporting and training of on-call and after-hours support.
- Provided UAT utilizing system test cases prior to application implementation to production.

Information Associate 01/2001 to 01/2002

Electronic Data Systems EDS "City , STATE

- Maintained change management database and monitored after-hours production batch cycle to ensure successful processing of data for system updates or reporting.
- Monitored and reported all check processing and banking data.
- Coordinated projects for system release(s).
- Collected minutes from project meetings and reviews to ensure accuracy.
- Processed general ledger system adjustments to correct accounting errors.

SE Librarian 01/1998 to 01/2001

Electronic Data Systems EDS "City , STATE

- Processed all administrative hardware and software requests, general ledger adjustments, invoicing and ID requests, JCL enhancements, and EOS requests for EDS staff and GMAC client.
- Collected minutes from project meetings and reviews.
- Reviewed and maintained IPACS reporting for accuracy.

Administrative Assistant/Secretary 01/1994 to 01/1998

Electronic Data Systems EDS "City , STATE

- Planned and organized onsite and offsite company events.

- Assisted management with employee hiring, separations, and transfers.
- Lead administrative team
- Processed all employee ID requests and travel arrangements for support teams.
- Created and maintained flow charts and PowerPoint presentations for corporate meetings and training sessions.
- Recorded minutes from corporate meetings and training sessions.
- Maintained and utilized a company fax machine and the support of multiple copiers.
- Created and maintained administrative support documentation for administrative new-hires.
- Managed switchboard for 20+ managers and their staff.
- Maintained adequate supplies on hand for 300+ plus employees.
- Developed and communicated profit and loss statements for management.
- Disbursed pay checks on a regular basis.

Education

Bachelor of Applied Business degree : Human Resource Management 4 2009 Franklin University - City , State

Human Resource Management Staffing, training, development, compensation, benefits, labor relations, management techniques, issues and strategies, performance management, task analysis, organization structuring, needs assessing, business ethics, problem solving, trend analysis

- 3.3 GPA

Associate of Applied Business degree : Computer Information Systems 1 2005 Clark State Community College - City , State

Computer Information Systems

- 3.2 GPA
- Coursework in Business, Management and Marketing

Excel, PowerPoint, Word, Visual Basic, database design and administration, systems analysis, networking, Web development, accounting, business management and administration, SQL, XML Web services K-12 Greeneview Schools Jamestown, OH :

- Coursework in Computer Science and Information Technology

High School Diploma : Required studies / Greene County Career Center - Medical Legal Terminology

Certification(S) 2014 ITIL V3 Foundation certified The ITIL framework focuses on the integration of operational processes in order for IT to deliver the best possible services at agreed resource levels, that are cost-effective and with risks which are understood and managed. Adult CPR/AED Certified :

Received my certification in Information Technology Infrastructure Library (ITIL) V3. ITIL is a set of best practices utilizing the five core publications of Service Strategy, Design, Transition, Operation and Continual Service Improvement.

Skills

accounting, administrative, administrative support, banking, benefits, business management and administration, change management, charts, hardware, CPR, client, client support, database design and administration, database, documentation, fax machine, general ledger, hiring, invoicing, ITIL, JCL, labor relations, Legal, meetings, MS Access, MS Excel, Excel, NetMeeting, MS Outlook, MS PowerPoint, PowerPoint, PowerPoint presentations, Word, MS Word, networking, performance management, copiers, problem solving, processes, profit and loss, reporting, SQL, Staffing, switchboard, systems analysis, task analysis, travel arrangements, trend, Visio, Visual Basic, Web development, XML