

SHAREPOINT ANALYST

Summary

SharePoint User Support Specialist with a focus on client satisfaction and experience assisting users both remotely and in person. Looking to bring exceptional technical know-how and customer-service skills to business needs.

Highlights

Visual design/Multi-media

Site templates creation

InfoPath Proficient

Workflow Management

HTML and CSS

JavaScript

- Adobe Master Collection, Microsoft Office & SharePoint 2010/13,
- and Web/User Interface Design (UI)
- Hands-on web design

Accomplishments

Developed and facilitated custom SharePoint training program for Halliburton, saving the company over \$50,000 in external training costs.

In an effort to generate and improve team assessment and publishing request processes, rebuilt and customized the learning management system (LMS) SharePoint site by adding workflows to create a transparent identifiable process therefore enabling better team output and saving non-productive time by 75%.

Experience

04/2013 to Current

SharePoint Analyst Apex Systems 1/4 Columbia , MD

- Design user interface (UI) and information architecture mockups for SharePoint sites and intranet using interactive design techniques including client interviews, usability testing throughout the project life cycle boosting user experience by 40%
- Administer, configure, and customize SharePoint farms, migrate data from old versions, troubleshoot related issues, creating and using data views, data forms, navigation customization, web parts, branding customization and provide user training and support Develop iteration plan to ensure project requirements and timelines are met Document and analyze business requirements and implementation, lead discussion and discovery sessions to gather information to ascertain requirements and needs.
- Organize data and convert it into a digital media format using a variety of tools and mediums to meet those needs Conduct retrospective and stand-up meetings to ascertain team or project requirements and needs.
- These improvements effectively track and complete projects in a more visible, collaborative, and efficient way by approximately 25% Lead the creative design process for all visual media for web-based and instructor-led training programs Develop advertising and branding for service line initiatives and support services using Adobe Master collection.

06/2011 to 04/2013

IT Business Analyst/SharePoint & Web Administrator Halliburton Energy Services 1/4 City , STATE

- Developed branding components for the Halliburton Approval App for iPhone, boosting user awareness and usage by 65% Created UI branding for Halliburton Global PC Login - Password Station Avartier Responsibilities Implemented IT Intranet and SharePoint sites with an emphasis on user interface Monitored SEO tracking system availability for traffic Managed, developed, and maintained file servers and content management system (CMS) processes Coordinate with Technical Support (IT) groups to resolve any encountered problems Create/review technical manuals and brochures to determine equipment that meets establishment requirements Established clear guidelines for online production during the initiation of a web project design Created and published executive reports and presentations Implemented and managed web content and certification request forms through Active Server Page (.ASP) script programming to improve requestor and system admin follow up processes.

12/2007 to 07/2011

Creative Designer / Web Administrator Halliburton Energy Services

- System for over 1,000 user accounts to ensure system requirements and functions are optimized with emphasis on gathering information from users/divisions to ascertain daily use and needs Managed internal purchasing budget of \$100,000 for required resources Responsibilities Designed and implemented interactive content for various brand advertising and market initiatives to reach target audience Produced graphic illustrations and sketches, designs layouts for print, videos, motion graphics, 3D oriented animations, and copy layouts for online content Collaborated with technical professionals to design multimedia, sign graphics / way-finding, and event pieces for trade shows Coordinated with external vendors and internal groups to develop and manage ads, media ventures, and other components of advertising

campaigns Managed web content for Creative Design group Compiled and distributed lists of data sources, services, and necessary resources to users Managed and monitored daily operations, content, and administration of external Halliburton.com sub-sites Resolve any encountered problems (page crashes, broken content links, etc.).

Education

Bachelor of Arts : Fine Arts Texas Southern University i¼ City , State Fine Arts

Skills

3D, Active Server Page, Adobe, ads, advertising, Ajax, ASP, branding, brochures, budgets, budget, CMS, com, content, content management, Creative Design, CSS, client, file servers, Flash, forms, graphics, graphic, HTML, information architecture, instructor, interactive design, JavaScript, Mac, market, meetings, Microsoft Office, SharePoint, Windows platform, multimedia, Multi-media, navigation, page, presentations, pricing, processes, programming, project design, purchasing, Research, script, Technical Support, user training, technical manuals, trade shows, training programs, troubleshoot, usability testing, User Interface Design, user interface, Design user interface, Visual design, web content