SR. JDE BUSINESS ANALYST

Career Overview

Results-oriented Corporate Trainer who provides top-level support to growing companies. Adept at learning new products and services. AccomplishedÂ JDE Analyst focused on developing and streamlining procedures and finding innovative, cost-effective solutions. Â skilled in achieving operational efficiency and increasing revenue in the financial services, health care and manufacturing industries. Business process improvement, data analysis and IT asset management expert.

Qualifications

- Local remoter systems support
- Database servers
- PBX Telecom
- Business process improvement
- Business systems analysis
- Functional requirements
- 3Â years JDE experience includingÂ JDE E1 and JDE World
- 10 Â years of software implementation, training and consulting experience
- Cross-training specialist

- Active Directory knowledge
- Interface design and implementation
- Strong ActiveX troubleshooting skills
- Software Life Cycle Management, Software Regression Testing, Software Troubleshooting

Technical Skills

Skills	Experience	Total Years	Last Used
Citrix Receiver, LogmeinRescue, VMWare, Windows	Expert	10	2016

Accomplishments

- License 230674692 2009.
- IT Technician (220-602).
- AD P Star Award recipient

Work Experience

01/2016 to Current
Sr. JDE Business Analyst Lpl Financial Services ï¼ Gettysburg , PA

- Serve as operating system expert, providing JDE E1 support for entire organization.
- ManageÂ data integrationÂ between JDE and Hyphen Solutions Build Pro toÂ purchase orderÂ commitmentsÂ are available builders, and to pay vendors.Â
- MaintainÂ employee, and vendor address records,Â enable/disable role/user security.Â
- Clear cachesÂ on E1 Server MangerÂ to ensure security is in sync
- Setting up roles and profiles within JDE E1, manage application and action security to all enabled users including password changes, application and action security.
- Utilize integration reports to manually process PO commitments when integration fails from JDE to Build Pro.
- Manage AIM Broker maintenance
- Purge data to clean up corrupted files through JDE reports.
- Modify existing reports to correct duplicate lines of data (such as sales records, or cancellation records).
- Create and manage users access to DASH through active directory
- Perform system administration on servers. Configure/verify network settings and load tools.

01/2014 to 01/2016
Application Implementation Specialist Momofuku ï¼ New York , NY

- Identified process boundaries and determined opportunities to automate processes and functions. Documented process flows and developed requirements for functional improvements and enhancements.
- Fix record discrepancies inside JDE World sales and escrow modules to ratify sales and pricing.
- Managed profiles forÂ sales,Â loan and financeÂ and purchasingÂ associates with properÂ business restrictions, impersonating users setup in Active Directory
- ManagedÂ area maps using proprietary map building software, discussing business practices with senior management, entering raw data and converting data from previous software systems, manually input data into JDE WorldÂ and proprietary sales tools.
- Managed electronic documents using Docusphere, and Documentum.
- Conducted complete system regression testing of changes to existing applications and new processes.
- Worked independently with limited supervision to complete tasks in a timely manner while balancing multiple projects.
- Worked closely with other teams and departments to understand and support processes.
- Gathered system requirements, document business process flows, perform analysis, solve problems, prepare test plans/scenarios and manage issues on multiple projects.
- Provided post installÂ support to both end users and technical teams.

07/2013 to 01/2014
Implementation Specialist Abbott Laboratories ï¼ Westfield , IN

- Implementation, software setups, setup users with business restrictions, provided onsite training for finance managers.

01/2013 to 01/2014
FOH Manager Abbott Laboratories ï¼ Birmingham , AL

- Took 1 year off from Software Consulting to assist a friend with a new restaurant start up. Â Â Managed day-to-day operation and management of the main restaurant, Â as well as help in catering operations.
- Supervised front of house staff and trained users on POS systems assisted Aloha POS techs with setup.

06/2012 to 12/2012
Virtual Implementation Specialist GDK Global, Inc ï¼ City , STATE

- Contacted End Customers to gather site specific information required for the implementation of ADP modules
- Provided remote software upgrade and conversion support for AP, parts inventory, repair order invoicing, and accounting functions for front end and back end users
- Scheduled workbook discovery meetings with clients to clarify application setups.
- Ran programming scripts to Â implement application functions and reporting.

10/2007 to 12/2012
Software Implementation Specialist Dataset, Inc ï¼ City , STATE

- Provided onsite and web training for accounts payable, parts inventory, repair order invoicing, finance, for both front end and back end users Â to both new and existing customers.
- Worked with colleagues and project managers to implement and proactively manage a superior software experience for our clients.
- Met with leadership to verify business processes and configured application based on clients business needs.
- Conducted data conversion reviews and all associated processes with ADP DMS clients.
- Mentored both Associate Implementation Specialists and Implementation Specialists in training users in system setup, administration and maintenance.
- Created user documentation when required.
- Independently kept up to date on new functionality and learn new modules while travelling extensively.

01/2007 to 08/2007
Software Implementation Specialist Princeton Information ï¼ City , STATE

- Trained front Â end and back end users on Â AP, Finance, Repair Order Invoicing, Parts Inventory modules.
- Ran TCL scripts to generate reports, Â repair Â parts and service Â invoices and create dict and data files Â Â
- Created English statements and generated reports through RPG (Report Generator) to provide managers with the tools to managed inventory and customer retention.
- Provide on-site training during go-live week and assisted directors with inventory value match-up and work in process with the service department.

03/2003 to 09/2006
Sr. Client Technical Analyst CDK Global, Inc ï¼ City , STATE

- Provided consulting and support services for third party software systems and customs, in-house data exchange and integration services.
- Provided recommendations for business process improvements, systems analysis, system compatibility testing and software systems installations.
- provided software support by maintaining, patching, upgrading and troubleshooting business applications.
- Played a lead role in client relationship and communication, enhancing relationships with business units and working in a team environment that provided continuous improvement, development, implementation, and maintenance of applications that serviced internal and external customers.
- Solely generated 30% of departmental revenue through creating reports for existing clients

Education and Training
2003
Telecommunications Management DeVry Institute of Technology ï¼ City , State , USA
1998
Associate of Science : Business Administration Northeast Alabama Community College ï¼ City , State , USA
Skills

LassoCRM, Citrix Receiver, JDE E1, JDE Server Manager, JDE World, Â Barracuda Spam and Virus Firewall