Maxwell Cook
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Experienced systems administrator and developer analyst in face paced dynamic environments. Proven track record of process improvement and increased department efficiency. Broad experience troubleshooting and resolving unique problems and issues. Solid background acting as liaison from IT technical teams to business lines. Experience translating user and business needs into technical requirements. Track record of working with cross functional teams in multiple business lines and locations.

Certified ServiceNow Administrator	JavaScript, Java
IC Agile Certified Professional	HTML, CSS, Angular, Bootstrap
8+ years system administrator	Advanced SQL, PostgreSQL
8+ years IT analyst	System Development
Sharepoint, Spiceworks administrator	Expert Excel, MS Office

January 2019 - Present   Accenture Federal Services, San Antonio, TX
System Developer Analyst
- Servicenow Administrator and developer
- Developed and modified custom service portal widgets
- Developed custom client scripts, advanced business rules, UI Policies, UI Actions, ACL, Data Policy
- Developed custom transform scripts and maps
- Developed custom applications
- Developed complex workflows with workflow tasks
- Developed custom reporting and dashboards

October 2017 - January 2019   Ashley Home Store, New Braunfels, TX
 I.T. Analyst
- Servicenow Administrator and developer
- Created custom applications in Servicenow for other departments
- Designed custom reports in Servicenow to track I.T. metrics and performance
- Implemented several servicenow applications (CAB, CMDB, SLA, etc)
- ERP system administrator & SME
- Sharepoint administrator, workflow creation and maintenance
- Systems upgrades, patch management and review
- Tier 2 support for various computer systems, root cause analysis
- Support 35+ Retail locations, in 3 states
- Analyze support tickets for trends and areas of improvement
- Cross departmental project lead/project management for quarterly projects
- Lead several company rock projects to completion
- Assisted with PCI compliance, creation policies and procedures
- Proposed and analyzed technology solutions to advance business strategy
- Communicate relevant information to both technical and non-technical audiences

May 2016 - September 2017   Conn's Home Plus, San Antonio,TX
 Credit Systems Manager
- Manage multiple complex systems in support of 5 call centers
- Lead a staff of 3 Dialer Administrators
- Servicenow Administrator - Updating incident form layout and other efficiency improvements
- Ensuring 3,500 avg. Monthly Help Desk tickets are worked according to SLAs
- Dialer system SME - Troubleshoot and work escalated tickets/issues up from administrators
- Design, Modify and Maintain call center IVR system
- Perform upgrade tests in development systems and ensure successful promotion to production systems
- Creating and analyzing call center metrics using SQL and Excel for executive leadership
- Perform tests and compile data for monthly compliance audits on all department systems
- Develop and maintain departmental Policies and Procedures
- Act as liaison between IT and business line

September 2012 – May 2016   U.S. Bank, St. Louis, MO
 Call Traffic Analyst
- Daily application support across 3 call centers, of internal applications and telecommunication system
- Centralized Help Desk administrator (responsible for multiple department's system issues)

- Sharepoint system administrator
- Researching issues and root cause analysis
- Support Avaya Interaction Center including troubleshooting issues/errors, managing user setup and password resets
- Troubleshoot system and network issues, point of contact for network engineers and other internal departments
- Primary liaison between IT and business line
- Daily assignment and validation of agent's skills within the Avaya CMS system
- Creating and analyzing reports in SQL and Excel for daily call center reviews and monthly forecasting
- Compiling data for audits on a monthly and quarterly basis for compliance documentation with company procedures
- Develop and maintain departmental Policies and Procedures

Jan 2012 – September 2012   Client Services Inc, St. Charles, MO
Dialer Manager
- Lead a staff of 4 Dialer Administrators including all associated activities and scheduling
- Ensure telephony system functionality and maintenance
- IVR design/development
- Developed and analyzed reports from SQL and Aspect databases to identify opportunities for maximum efficiency
- Oversee help desk tickets completed by staff and served as the SME for resolving issues escalated from administrators
- Develop and maintain departmental Policies and Procedures and new hire training process
- Maintain compliance with FCC, FTC, TCPA and Debt Collection laws on predictive dialer systems
- Collaborate with other department heads on strategies for each area
- Develop and maintain departmental Policies and Procedures and new hire training process
- Presentation of department capabilities for prospective clients

April 10 - December 2011   Client Services Inc, St. Charles, MO
Dialer Administrator
- System Administrator for Aspect Dialer, Livevox Voice Portal, Spiceworks, Soundbite
- Maintain, manage and monitor 800+ employees on automated dialer system running 400+ campaigns per day.
- Troubleshooting and resolving all helpdesk tickets assigned to dialer team

Education

Network Security   St. Charles Community College, St. Peters, MO
Cyber Security B.B.A   University of Texas San Antonio- In Progress