

Mckinley Jimenez

Systems Analyst | Software Engineer | IT Service Technician

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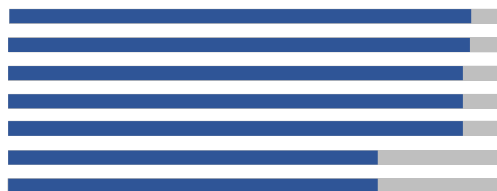
E-mail mckinleyvj@gmail.com

Rational, critical-thinking Systems Analyst with 8 years of experience enhancing operations for organizations through information systems solutions. Proven track record of transforming specific business goals related to growth and efficiency improvements into new system designs. Eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of various business system operations and workflow. Motivated to learn, grow and excel in building an outstanding career in Information Technology.



Skills

Proficient in Interpersonal communications
Operational improvement
Process improvement
Problem resolution
Data collection and analysis
Technical analysis
Product development
Project organization



Work History

2019-05 –
2021-04

Car Detailer

ABN Subcontractor, Bayford Epping, Melbourne, VIC

- Mixed cleaning solutions, abrasive compositions and other compounds to clean interior and exterior of vehicle.
- Reported any customer-oriented issues immediately to Service Manager for swift assistance and resolution.
- Used cleaning, protective and restorative agents to maintain and enhance appearance of vehicles.
- Applied chemicals to vinyl, fabric and paint of vehicles to protect paint, fabric and leather condition.
- Cleaned upholstery, rugs and other surfaces by using cleaning agents, applicators and cleaning devices.
- Operated buffers, steamers, hoses, vacuums and other equipment to meet service expectations.
- Shined vehicle windows and windshields to remove water spots.
- Applied wax to vehicle exteriors and buffed to brilliant shine.
- Vacuumed interiors of vehicles to remove dirt and debris.

2011-04 –
2019-03

Systems Analyst

WG Office Supplies and Services, Bandar Seri Begawan, Brunei Darussalam

- Provided client support on system operation and troubleshooting.
- Oversaw installation of software programs and hardware systems to meet client's business requirements.
- Defined business goals to determine systems requirements.
- Performed system analysis, documentation, testing, implementation and user support for platform transitions.
- Evaluated and adopted new technologies to address changing industry needs.
- Established specifications and coordinated production with software programmers.
- Assessed, defined and document scope of projects.
- Gathered requirements and performed gap analysis through design workshops with users.
- Boosted information sharing by enhancing interfaces between computer systems.
- Maintained and administered computer networks and environments, including computer hardware, software and applications.
- Diagnosed, troubleshot and resolved network and system problems.
- Supported system developers by creating system models, diagrams, and charts.
- Resolved or escalated problem tickets to resolve user issues.
- Investigated and addressed distributed system issues to enhance usability and improve functionality.
- Improved existing systems by adding new features and infrastructure, enhancements were successful and improved system functionality and speed.
- Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
- Delivered in-depth customer trainings, imparting knowledge of best practices for protecting data and minimizing errors.
- Developed flowcharts and diagrams to describe and lay out logical operational steps.

- Planned and conceived computer systems using information engineering, data modeling and structured analysis.
- Monitored employee tasks, evaluating information processing and performance to gauge business functions and inefficiencies.
- 8 years of experience designing and implementing computer system requirements.
- Resolved malfunctions with systems and programs through troubleshooting.
- Enhanced and reconstructed computer systems resulting in 70% increased efficiency for business end-users.

Education

- 2009-04 – 2010-06 **Bachelor of Science (Honors) in Computing and Software Engineering**
Awarded by Oxford Brookes University (UK)
 Informatics Academy - Singapore
- 2008-09 – 2009-04 **Advanced Diploma: Information Technology**
Awarded by Informatics Academy (Singapore)
 Focus Computer School – Brunei Darussalam
- 2007-09 – 2008-07 **Diploma: Information Technology**
Awarded by Informatics Academy (Singapore)
 Focus Computer School – Brunei Darussalam

Languages

VB.NET/ASP.NET	<div><div></div></div>
Visual Basic	<div><div></div></div>
Web Development with HTML, CSS	<div><div></div></div>
SQL	<div><div></div></div>
Component One/Crystal Reports	<div><div></div></div>
Java, C#, C	<div><div></div></div>

Documents and Certifications

- Australian Computer Society skills assessment for Systems Analyst (ANZSCO: 261112).
- Full Victorian Driver's License.
- Skilled Regional Work Visa with full work rights.
- Working with Children (Volunteer).

Professional Referees

Mr. Kim Kooi GOH (General Manager)

WG Office Supplies and Services, Brunei Darussalam

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 Office Phone +673 (2) 237050
 Mobile Phone +673 (8) 734510

Mrs. Lucy WONG (Managing Director)

Lucy Wong and Associates Sdn Bhd, Brunei Darussalam

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Jessica SHARP (Car Care Manager)

Bayford Epping, Victoria

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Natasha LORENSINI (Delivery Coordinator)

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