**Maureen S. Flannery**

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# Objective: I am looking for a new change in my career for a more challenging occupation.

**Education:**

Master of Science of Management, May 2013

The University of Akron

Concentration: Management of Information Systems (MSM)

Bachelor of Arts & Science, May 2006

Kent State University

Major: Mathematics/Minor: Business Administration

**Amtrust Financial Company / National General Insurance Company**

Test Analyst

July 15, 2015 – Current

* Identified, researched, and tested current business systems issues
* Analyzed project requirements and recommended solutions that met the needs of both end users and the business
* Created and executed test plans/scripts and verified results through manual and automated tests (included functional, system, usability, acceptance, and regression testing)
* Navigated through SQL databases, spreadsheets, and business requirements documents to develop and implement new tests for reports and analysis
* Created or suggested solutions using a comprehensive knowledge of systems toward the business need
* Assisted business unit with analyzing potential changes or improvements and created supporting documents
* Reported of any facts, information, and errors that may impact the success of a project or deliverable
* Communicated needs, errors, and questions with other teams to coordinate the needs of each tests
* Reported errors, created Sharepoint issues for those errors, and oversee the completion of that Sharepoint issue
* Coordinated and participated in project reviews, system analysis, and enhancements
* Worked as a liaison between Information Technology department, product managers, and end-users to successfully deliver system changes.

**Diebold Corporation**

**Project Coordinator**

June 17, 2013 – January 2015

* Coordinated 3 National projects and 12 regional projects
* Attended weekly team meeting for each project to review project status and goals
* Created & maintained project schedules using Excel and Diebold proprietary software
* Created site numbers and addresses for each installation in order to direct revenue to appropriate region
* Communicated with Project Mangers, Resource Advisors, Technicians, and Customers as needed
* Triggered equipment for manufacturing while preventing excessive production
* Searched for potential matches of necessary equipment for each project individually and processed necessary equipment, then alerted team of the equipment swap
* Sent weekly updates to all members in project with status of projects, copy of master schedule, copy of software, copy of instructions for the appropriate project, and customer’s requirement checklist
* Shipped equipment to appropriate site with necessary labels while reducing warehouse holding times
* Created & sent Installation Notifications to customer for approval
* Updated any Past-Due’s in installation in Diebold propriety software with appropriate escalations

**Cleveland Catholic Charities**

***(Formerly Catholic Youth Organization & Community Services of Summit County)***

June 1997- present

**Recreational Respite Program for MR/DD – Activities Leader**

* Directed staff of fifteen to coordinate activities for adults who have mental and physical disabilities.
* Lead group-based projects to aid in enhancement of gross and fine motor skills for clients such as crafts, cooking, sports, swimming and board games.
* Attained supplies for program using allotted budget.
* Scheduled special event activities including dining and transportation.
* Provided companionship, care, and support to the clients
* Prepared and presented meals.
* Provided physical and hygienic support.

**Adult Day Center- Senior Care Aide**

* Created and delivered personal care plans for clients
* Assisted in activities of daily living
* Provided assistance to participate in activities as part of a therapeutic recreation program
* Monitored client behavior to complete documentation, such as attendance logs and daily progress reports
* Completed all responsibilities listed in the above description of an Activities Leader.

**InfoCision**

**Business Account Manager- First Energy Solutions Department**

July 9, 2012- June 15, 2013

* Originated approximately 300 phone calls daily to prospective customers and provide information about products and services.
* Achieved pre-specified sales goals regularly.
* Conduct both inbound and outbound customer service calls
* Use technology to complete data entry and clerical functions in multiple applications
* Provided excellent customer service to current and prospective account holders.

**Computer Skills:**

Microsoft: Security Essentials, Access, PowerPoint, Project, Word, Visio, Publisher, Excel, SharePoint (as Administrator), EPPIC (as Administrator), Office Communicator (Jabber & Lync), Silverlight, PeopleSoft, SalesForce, TeamViewer 6, Adobe, Java, & SQL